

## **The complaint**

Miss V complains that Vanquis Bank Limited misinformed her about a balance transfer.

## **What happened**

On 24 February 2025 Miss V requested a balance transfer to her Vanquis credit card for £721.82 via the app. The same day Miss V called Vanquis and requested another balance transfer for £478.19.

The second balance transfer was processed successfully. However, the first balance transfer wasn't successful, because it would've caused Miss V's card to exceed the available limit.

Miss V complained to Vanquis.

Vanquis didn't uphold the complaint. It said the credit limit on the account was £1200 and that once the balance transfer requested on the phone had been processed, the remaining credit available was £707.94 which prevented the balance transfer of £721.82 requested via the app from being completed.

Miss V remained unhappy and complained to this service.

Following the referral of the complaint to this service, Vanquis acknowledged that when Miss V telephoned them about the second balance transfer and had enquired about the balance available for balance transfer, she'd been given the incorrect information because the advisor failed to take into account the balance transfer fee. Vanquis also acknowledged that there had been an error in its final response letter where it inaccurately referred to Miss V being a customer for many years. Vanquis apologised for the errors and offered compensation of £75 to Miss V.

Miss V didn't accept so our investigator investigated the complaint and issued a view. The investigator said she thought Vanquis had made a fair and reasonable offer to resolve the complaint.

Miss V didn't agree so I've been asked to review the complaint.

## **What I've decided – and why**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

I've reviewed the history of the account.

I can see that on 11 February 2025 Vanquis approved Miss V's balance transfer card application. The credit limit was £1200. The balance transfer fee was 2.9% and the card had a promotional rate of 0% interest for 9 months.

On 24 February 2025 Miss V used the app to request a balance transfer of £721.82. On the

same date, Miss V called Vanquis and requested to transfer a balance of £478.19.

I can see that the balance transfer of £478.19 was successful, but the balance transfer of £721.82 wasn't. When Miss V contacted Vanquis to query why the first balance transfer hadn't been successful, she was advised that the transfer amount would've caused her to exceed the available credit limit, so the transfer wasn't completed.

I understand how frustrating this must've been for Miss V. She says she was told by the advisor she spoke to when she called that the first balance transfer would be processed.

Vanquis has explained that when Miss V called them to request a balance transfer, she asked how much of the available credit limit remained available for balance transfer and was advised that it was £478.19. Vanquis has since acknowledged that this figure was incorrect as the advisor failed to take into account the balance transfer fee.

In light of the error – and for an administrative error in the final response letter - Vanquis has offered to pay compensation of £75. I've thought about whether Vanquis has done enough to resolve the complaint.

On balance, I think the offer of compensation is fair. I say this because Miss V was aware of her credit limit and was aware that the terms and conditions of her account stated that there was a balance transfer fee payable.

For the reasons I've given I'm satisfied that Vanquis has resolved the complaint fairly and reasonably.

### **My final decision**

My final decision is that I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss V to accept or reject my decision before 30 July 2025.

Emma Davy  
**Ombudsman**