

The complaint

Mr S complains about the service provided by J.P. Morgan Europe Limited trading as Chase when he wanted to stop debit card details he'd provided being used to take payment from his account.

To put things right, Mr S wants Chase to pay compensation to reflect the time, distress, poor customer service and customer neglect he feels he experienced.

What happened

Mr S provided his Chase debit card details when booking accommodation. He became concerned when he received no booking confirmation and no payment was taken. He contacted Chase asking it to cancel the 'pre-authorisation' he'd given to take payment.

Chase confirmed that there was no pre-authorisation showing on his account. When Mr S saw that the merchant had made payment attempts using the card information provided he complained to Chase.

Chase didn't uphold his complaint saying that it had provided correct information to Mr S when he'd asked it to cancel 'pre-authorisation'. One of our investigators considered Mr S' complaint and he felt that Chase hadn't done anything wrong.

Mr S responded to say that, as a lay-person, he hadn't understood that there was a distinction between 'pre-authorisation' and 'card-on-file' transactions and he feels that Chase should've told him that the only reliable way to prevent his card details being used was to cancel the card – which he says he would've done straightaway.

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 carried out an independent review and having done so, I've reached the same conclusion as our investigator.

The crux of Mr S' complaint, as I understand it, is that Chase should've made him aware sooner that cancelling his card would guarantee that the card details he'd provided previously couldn't be used to access money in his account.

In order to uphold Mr S' complaint and award the redress he is seeking I would have to find that Chase made an error or acted in a way that wasn't fair and reasonable and this led to Mr S suffering financial loss or some other detriment. So this is the focus of my decision.

Chase provided correct information when Mr S asked it to cancel 'pre-authorisation' as that hadn't been set up on Mr S' account. So I am satisfied that Chase made no error here.

Nonetheless, I'd still expect Chase to act in a fair and reasonable way. I think Chase would've understood why Mr S didn't want to risk paying for a booking he no longer wanted, especially when he'd booked alternative accommodation. So I've thought carefully about whether Chase should have been more proactive in terms of providing Mr S upfront with more information about his options – knowing that his priority was to protect the money in his account.

Chase said that the agents communicating with Mr S didn't have access to information showing if a merchant had initiated an ecommerce transaction by using stored card credentials (referred to as 'card on file'). So I can understand why this wasn't something that was discussed at the outset – especially as Chase had addressed Mr S' specific query about pre-authorisation.

I think it was reasonable for Chase to have suggested to Mr S that he should first try contacting the merchant directly about the booking he wanted to cancel.

And I've taken into account that Chase explained that if Mr S faced any issues, he could come back Chase when it could have provided further options.

I don't agree that Chase delayed unreasonably dealing with the matter. Even if I were to find that Chase should've explained things more fully to Mr S at the outset and drawn his attention to the option of cancelling his card to ensure any payment attempts using those card details would be frustrated, failure to do so hasn't resulted in any detriment to Mr S. The merchant's attempts to take payment for the booking Mr S wanted to cancel were unsuccessful. So Mr S hasn't lost out in money terms.

I'm sorry that Mr S found this such a frustrating experience. But for the reasons I have set out above, I'm not upholding his complaint because I haven't found that Chase treated him in a way that was unfair or unreasonable. It follows that I can't award any compensation.

Chase has however told us that it's willing to hold open an offer made previously to make a goodwill payment to Mr S. If Mr S wants to take advantage of this, he should contact Chase directly.

If Mr S is concerned about the card details he shared being used again to attempt to take money from his account, I'd suggest he cancels his card and applies for a replacement, if he hasn't already done so.

My final decision

For the reasons I have set out above, my final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 6 August 2025.

Susan Webb
Ombudsman