

The complaint

Mr and Mrs A complain that Barclays Bank UK PLC mis-sold them a mortgage with a Mortgage Current Account Reserve facility (reserve facility).

What happened

In 2011, Mr and Mrs A took a mortgage with Barclays on its recommendation to increase their mortgage from £80,000 to £140,000. The mortgage included a reserve facility, which allowed additional borrowing to an agreed limit. They said Barclays told them they should “make the most” of the reserve facility.

Mr and Mrs A complain they should not have been given the reserve facility. They consider it was irresponsible to give them the facility. They said that they’ve had to pay unfair fees and charges for the reserve facility that prevented them overpaying their mortgage and caused them problems when they experienced financial difficulty. Mr and Mrs A also said they were unhappy with how long it took to speak to Barclays when they looked to take out a new interest rate in 2022.

I issued a decision saying that we can’t consider a complaint about the sale of the reserve facility, the limit set or any fees or charges applied before September 2018.

The investigator said no fees or charges had been applied during the period we could look at and he did not consider that Barclays acted unfairly, despite the wait times to be able to contact it. Mr and Mr A did not accept what the investigator said.

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.

Fees and charges

There have been no fees or charges applied to the Mortgage Current Account during the period I can consider and interest has been applied in line with the agreed terms. So I do not consider Barclays acted unfairly or unreasonably.

Wait times

Mr and Mrs A have told us that when they were trying to arrange a new interest rate product they experienced difficulty in contacting Barclays. That was in September 2022 around the time of the mini budget that caused a significant amount of instability and uncertainty in the mortgage market. In view of that, I think it would be difficult for me to criticise Barclays for the level of service it offered at that time. And ultimately Mr and Mrs A were able to obtain a new interest rate product.

My final decision

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 A and Mrs A to accept or reject my decision before 26 August 2025.

Ken Rose
Ombudsman