

## **The complaint**

Mr P complains that National Westminster Bank Plc (NWB) reduced his credit limit when he requested a pause on his loan and credit card repayments.

## **What happened**

Mr P holds a credit card account with NWB.

Mr P contacted NWB in January 2024 and asked if he could pause his loan and credit card repayments as he had been underpaid at work. NWB refused.

In February 2024 NWB reduced the credit limit in Mr P's credit card account from £9150 to £2807.

Mr P raised a complaint with NWB. He said the decrease in the credit limit had negatively impacted on his credit score and affected his ability to obtain other credit.

NWB didn't uphold the complaint. It said the credit limit had been reduced due to several missed payments. NWB said it was unable to reinstate the credit limit due to its internal lending criteria.

Mr P remained unhappy and complained to this service.

Our investigator didn't uphold the complaint. He said NWB hadn't acted unfairly because the terms and conditions allowed them to reduce the credit limit.

Mr P didn't agree. He said he'd never missed a payment on his credit card and he didn't think it was fair that NWB had reduced his credit limit when he asked for help.

Because Mr P didn't agree 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 know it will disappoint Mr P but I agree with the investigators opinion. I'll explain why.

I've reviewed the terms and conditions of the account. These say that NWB can change the credit limit for various reasons, including where they have reasonable grounds to believe that a customer is having difficulty meeting their commitments.

Mr P agreed to these terms and conditions when he took out the card.

Mr P has said he believes his credit limit was reduced because he asked for a pause in his payments when he was underpaid at work.

NWB has said that the credit limit was reduced due to missed payments on the account.

Mr P says he's never missed a payment on the account. However, having reviewed the account history, I can see that Mr P missed the payments which should have been made by 29 December 2023 and 29 January 2024.

Based on what I've seen, I'm unable to say that NWB has made an error or treated Mr P unfairly by reducing the credit limit. The credit limit was reduced in accordance with the terms and conditions.

I understand Mr P's concerns regarding his credit file. However, NWB – like all providers of credit - is under an obligation to report accurate information to the credit reference agencies. In this case, NWB has reported the decreased credit limit and the missed payments. I'm unable to ask NWB to amend Mr P's credit file because it hasn't made an error with the information it has reported.

Taking everything into consideration, and for the reasons I've explained, I'm unable to uphold the complaint.

### **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 Mr P to accept or reject my decision before 7 August 2025.

Emma Davy  
**Ombudsman**