DRN-5645033

The complaint

Mr A complains that Barclays Bank UK PLC trading as Barclaycard suspended his credit card and failed to reply to his request for a paydown plan.

What happened

Mr A holds a credit card account with Barclays.

In or around 3 January 2025 Barclays suspended Mr A's credit card and contacted him to arrange a Paydown Plan.

Mr A replied to Barclays and said a Paydown Plan of £200 per month was acceptable and he would increase his direct debit accordingly.

Mr A didn't hear anything from Barclays so he wrote again in February 2025 to complain.

Barclays issued a final response on 8 May 2025. It said it couldn't evidence that it had replied to Mr A's letters dated 19 January 2025 and 24 February 2025. It apologised for any inconvenience caused and applied a credit of £100 to Mr A's account. It also credited £451.87 interest applied to the account since 23 January 2025. Barclays said it had arranged for a Persistent Debt Paydown Plan to be set up for Mr A to pay £148 [er month for 48 Months. It confirmed that his rate of interest had been reduced to 21.79%. Barclays advised Mr A that if he continued to pay £200 per month the account would be paid off quicker and he would save money on interest. Barclays confirmed that because Mr A's account had remained in Persistent Debt for more than 36 months, the spending facility had been permanently withdrawn as of 4 June 2024.

Mr A contacted this service before Barclays had issued its final response. He was unhappy that he hadn't received confirmation of the Paydown Plan being set up.

Our investigator didn't uphold the complaint. He said Barclays had offered a reasonable resolution by offering him £100 compensation and crediting £451.87 interest.

Mr A didn't agree. He said Barclays hadn't confirmed his plan because they had sent correspondence to the wrong address and had refused to update his address without a telephone call.

Because Mr A 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 agree with the investigators view that Barclays has offered a fair and reasonable resolution to Mr A's complaint. I'll explain why.

Mr A responded to Barclays request that he set up a Paydown Plan and sent a letter offering to pay £200 per month.

Barclays has acknowledged that it failed to respond to this letter, and to a further letter that Mr A sent in February 2025. It has apologised and offered compensation and to credit interest from the date Mr A said he would set up the Paydown Plan.

Barclays has confirmed to Mr A that the plan is now in place. Mr A disputes this and says he hasn't received any letters from Barclays because they've refused to update his address.

I can see that Barclays addressed Mr A's complaint about his address in its final response letter. It said the address he had provided on his correspondence didn't match the address it held on its records, and that it was unable to add a PO Box address to a Barclaycard.

Barclays advised Mr A that he can update his address by calling the Customer Service Team. I'm satisfied that this is a reasonable method to expect Mr A to use to contact Barclays to update his address

Taking all the circumstances of the complaint into account, I'm satisfied that Barclays has made a fair and reasonable offer to resolve the complaint. I won't be asking them to do anything further.

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 A to accept or reject my decision before 18 August 2025.

Emma Davy
Ombudsman