

The complaint

Miss G has complained that Santander UK Plc wrote to her in April 2025 to say it was going to reduce her overdraft from £1,000 to £350 that June, which she feels is unfair.

What happened

Miss G had a £1,000 overdraft limit with Santander for nine years. However, following a reduction in her income, it wrote to her to say it was reducing her overdraft limit to £350. Miss G feels this is unfair, as it had been in place for so long. Although she rarely used it, she has the familiarity of it being in place for emergencies. She also feels Santander should have called her about it.

One of our investigators looked into what had happened, but thought Santander had behaved fairly. Miss G disagreed, and asked that her complaint be passed to me.

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.

Having done so, I'm not upholding it. I know Miss G will feel frustrated and disappointed by this, but I'll explain why.

Under the account's terms and conditions, Santander may remove or reduce an overdraft at any time. In this case, having carried out a review (and following a drop in Miss G's income), it chose to do so. Although Miss G rarely used the overdraft, I don't think this decision was inherently unfair. Ultimately, Santander isn't obliged to provide an overdraft, or at the level the customer may want. And this is the case even if the customer isn't experiencing financial difficulty. I can also see that Miss G's account was in credit, so she wasn't left with an unarranged overdraft.

I can also see that Santander provided notice before reducing the overdraft. And although Miss G may have preferred a phone call, it remains the case that she received the notice by letter. I've not seen that she had any reasonable adjustments in place that meant a phone call should have been made.

My final decision

For the reasons given above, it's my final decision not to uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss G to accept or reject my decision before 22 December 2025.

Elspeth Wood
Ombudsman