

## **The complaint**

Mr C complains that Vanquis Bank Limited (Vanquis) gave him incorrect information about a promotional offer on his credit card.

## **What happened**

Mr C said that when he applied for the card it was advertised as being interest free on balance transfers and purchases for up to twelve months. However, he said he was shocked to discover that he was being charged interest on both.

Mr C said he's been treated unfairly and the whole situation has caused him significant distress and inconvenience. To resolve things Mr C would like to be reimbursed all the interest charged to him, to have the offer that was promoted, and £200 in compensation.

In June 2025, Vanquis issued their final response which they didn't uphold. In summary, it said Mr C was only offered interest free for twelve months on balance transfers, if it was made within 60 days of the account opening, and not on purchases.

Unhappy with their decision, Mr C brought his complaint to our service where it was passed to one of our Investigators for investigation.

The Investigator recommended that Mr C's complaint should not be upheld. In summary, the Investigator concluded that Vanquis had acted fairly and had only offered the promotional rate to balance transfers.

Mr C didn't accept the Investigator's view and responded to say he didn't sign an agreement, was never given the terms and conditions and that he was being charged interest on his entire balance including the balance transfer.

The Investigator issued a second view. In summary the Investigator maintained that Vanquis had acted fairly. They considered that Mr C had signed the credit agreement so had the opportunity to review it, and that he was not being charged interest on the balance transfer.

Mr C didn't accept the Investigator's second view and maintained that he was advised differently about the way interest would be applied to the account, and that the promotional offer was for purchases also, so Mr C asked that his complaint be referred to an ombudsman for a final decision.

## **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.

In considering what is fair and reasonable, I've thought about all the evidence and information provided afresh and the relevant law and regulations, regulators' rules, guidance and standards, codes of practice and (where appropriate) what I consider to have been good industry practice at the relevant time.

Mr C says that Vanquis advertised an interest free offer on purchases and balance transfers. He provided a screenshot of a promotional offer which appears to be from Vanquis on balance transfers and purchases. I've thought about this, but the screenshot comes with limited qualifying information, for example, there's no date attached to it which identifies when the offer was in force, or for how long. I'm aware lenders often have offers on their products from time to time, but they also tend to be open for a specified period. Mr C hasn't been able to provide anything other than the screenshot. So, I'm not persuaded from this evidence alone that the offer Mr C referred to was necessarily in place at the time Mr C applied for the Vanquis card.

In their file submission, Vanquis provided us with the terms of the agreement and a signed agreement from Mr C. The agreement is showing as being signed by Mr C on 29 January 2025. So, I'm satisfied Mr C would have had the opportunity prior to signing, to review what it said. In addition, under the section "*what introductory rates apply to you?*" the agreement shows that there was an interest free offer on balance transfers but not on purchases. I think it would have been reasonable for Mr C to refer to this section if this was a deciding factor as to whether he would enter into the agreement.

The Consumer Credit Sourcebook (CONC), which can be found within the Financial Conduct Authority's (FCA) handbook, says that a business must ensure that a communication or a financial promotion is clear, fair, and not misleading.

CONC 3.3.1 provides some examples which include ensuring that communication is clearly identifiable, is accurate and presented in a way that is likely to be understood, or that does not disguise, omit, diminish or obscure important information.

Having reviewed the terms of the promotion, I'm satisfied that the information was presented in a way that was reasonably clear, and comprehensible.

Mr C says that he was told, after he'd raised concerns, that he would have to repay the entire balance each month to avoid interest, and so incurred further debt to ensure that was the case. I can also see in their system notes that Mr C was told this during a conversation with Vanquis in May 2025, however I think it's reasonable to consider this related to the purchases made rather than the balance transfer amount which had a promotional offer for twelve months. In addition, I can see from the system notes, the following month In June 2025, that Mr C was told the balance transfer amount was interest free. I'm also satisfied this information would have been available in the terms of the agreement for Mr C to review.

Mr C said he transferred funds from his current account and applied for further credit to clear the full statement balance each month. However, considering the information that was available to him as explained above. I'm not persuaded it was reasonable for Mr C to take the actions he did to clear the entire balance each month.

All things considered, I'm satisfied from the information and evidence provided that Vanquis acted fairly in how they treated Mr C and that the information relating to the promotional interest rates were reasonably available for Mr C to review and consider prior to entering into the agreement with Vanquis.

As I've concluded that Vanquis acted fairly and provided information that was reasonably clear and not misleading, I won't be asking them to take any action in relation to this complaint.

### **My final decision**

My final decision is that I don't uphold Mr C's complaint about Vanquis Bank Limited.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 19 November 2025.

Benjamin John  
**Ombudsman**