

The complaint

Mr and Mrs H complain Barclays Bank UK PLC won't agree to extend their existing mortgage.

What happened

Mr and Mrs H have an interest only mortgage which reaches the end of its term in 2026. They've asked Barclays to extend this for a further five years until Mr H is 70. Barclays didn't agree to the extension on interest only. Barclays told Mr and Mrs H the mortgage could be extended if they switched the mortgage to a repayment basis.

Unhappy with this, Mr and Mrs H complained to Barclays. Barclays didn't agree it had made a mistake, so Mr and Mrs H referred the complaint to us. One of our Investigators looked into the complaint but didn't think it should be upheld. Mr and Mrs H didn't accept this, so the complaint is now with me to make 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.

Mr and Mrs H entered into a mortgage contract with Barclays in 2008, and this had the agreement that they would repay the mortgage towards the end of 2026. Mr and Mrs H have said they'd prefer to have more time to sell their property rather than have to next year.

Barclays has considered Mr and Mrs H's request. However, it doesn't think it's in Mr and Mrs H's best interests because they had no specific need to sell their property now, it's just that they'd sooner not. And Barclays was satisfied that extending it on a repayment basis was affordable to Mr and Mrs H. Barclays agreed to extend on the basis that Mr and Mrs H convert the mortgage to a repayment basis. However, Mr and Mrs H don't want to do so.

I do understand why Mr and Mrs H would like to extend their term. However, as set out above, when they entered into the mortgage contract, they agreed to repay it by a set date. I would expect Barclays to fairly consider any request to extend the term, and I'm satisfied Barclays has done so here. It's explained why it's not willing to agree to the term extension.

If Mr and Mrs H were unable to sell their property next year, then I might expect Barclays to show more forbearance. But, that's not the case. It's that Mr and Mrs H would sooner not sell right now, which is different. And for this reason, I'm not going to ask Barclays to extend the mortgage term.

Mr and Mrs H are under the impression that they can't have a term extension because they don't meet a minimum income threshold. Barclays has confirmed this isn't the case. I accept Barclays could've been clearer when dealing with Mr and Mrs H about its reasons for declining the term extension. But I've seen a copy of its policy which confirms that the minimum income threshold doesn't apply in Mr and Mrs H's case. Ultimately, Barclays has declined the term extension because it doesn't consider it's in Mr and Mrs H's best interests.

I don't consider this an unreasonable decision for the reasons set out above.

Mr and Mrs H are of course free to see if they can move their mortgage to another lender who may offer a longer term on an interest only basis.

My final decision

I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr and Mrs H to accept or reject my decision before 23 December 2025.

Rob Deadman
Ombudsman