

## **The complaint**

Mr Z has complained that TSB Bank plc didn't provide adequate compensation after mistakenly applying a fraud-related marker to his record.

## **What happened**

In March 2024 TSB closed Mr Z's personal account with them. They believed the account had been opened with false records. They lodged a CIFAS marker on Mr Z's record.

When Mr Z discovered this, he complained. TSB realised they had made a mistake. They removed the CIFAS marker in early 2025 following Mr Z's complaint and offered him £300 compensation for their error.

Mr Z felt this was inadequate and brought his complaint to the ombudsman service.

TSB confirmed they had increased Mr Z's compensation offer to £1,000 in total. Our investigator felt this was fair based on what had happened.

Still unhappy, Mr Z has confirmed he's looking for £20,000 in compensation because of the impact this has had on his business's available credit. He's asked an ombudsman to consider his 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.

Having done so, I've reached the same outcome as our investigator. I'll explain why.

Firstly, it's worth confirming TSB did the right thing by removing the CIFAS marker and offering compensation to Mr Z. Their initial payment to Mr Z was for £300 in February 2025. A further £700 remains on offer to him.

Mr Z has provided his business accounts to our service. I have reviewed these. I've also noted his testimony that he has had a credit line withdrawn from his business and this has had a major impact. Unfortunately, I cannot see that these events are definitively linked to the CIFAS marker.

On the other hand, I can see that Mr Z was turned down for a further bank account and he has told us about the stress he has had because of the CIFAS marker. This has resulted in high blood pressure. I don't dispute this. Compensation for this should be payable but I'm satisfied that TSB's offer of £1,000 is considerably more than I may have asked them to pay based on Mr Z's experience.

I would certainly need to see considerably more evidence of the impact on him and his business to award anything more than £1,000. This hasn't been provided to our service.

£700 remains on offer to Mr Z and it remains up to him to accept this payment. I won't be

asking TSB to do anything more.

**My final decision**

For the reasons given, my final decision is to instruct TSB Bank plc to pay £700 to Mr Z.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr Z to accept or reject my decision before 9 October 2025.

Sandra Quinn  
**Ombudsman**