

## The complaint

Mrs M and the estate of Mr M complain that Clydesdale Bank Plc trading as Virgin Money (Virgin) provided poor customer service.

They complain that the bereavement team provided inaccurate information which caused distress and inconvenience when sorting the late Mr M's mortgage account. They also complain that funeral expenses were nearly paid twice, and there were problems when the joint account was changed into Mrs M's sole name.

They'd like compensation for the frustration, distress and inconvenience caused.

The details of this complaint are well known to both parties, so I won't repeat everything again here. Instead, I'll focus on giving the reasons for my 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.

Having done so, I have reached the same conclusion as the investigator and agree that £550 is fair compensation for the following reasons:

- Mrs M contacted Virgin's bereavement team to explain Mr M had passed and she needed to sort out his mortgage account. Unfortunately, this information was not relayed to the mortgages department and meant a mortgage payment was taken from what was the joint account Mrs M held with Mr M. Virgin has accepted that it made an error and didn't provide Mrs M with accurate information. They also agreed that a payment shouldn't have been made, while probate was being sorted. They have apologised for this error and refunded the payment to Mrs M's, now sole account and provided an up-to-date mortgage statement.
- Mrs M and Mr M held a joint account, and, on his passing, this was changed to a sole account in Mrs M's name. However, Virgin made some errors when doing this. They cancelled both Mr and Mrs M's debit card, which left Mrs M without a debit card. Understandably this caused her concern and worry and left her without access to her money. Virgin have apologised for this error and provided evidence that they've since issued a new card to Mrs M.
- Virgin was provided with an invoice for Mr M's funeral and set up a payment to be made from Mrs M's sole account, to finalise the bill. However, the invoice had already been settled by the estate separately. Virgin said the payment was stopped before it was processed. I acknowledge this caused further distress to Mrs M and meant she had to spend further time and effort getting this resolved.
- Overall, it's always upsetting when dealing with the loss of a loved one, but when customer service issues cause further problems, it can make a difficult time even more difficult. I understand Mrs M and the estate of Mr M think more compensation

should be paid. But unfortunately, when considering this complaint, I cannot compensate for any distress and inconvenience caused to the estate of Mr M, as he was the eligible complainant. As he is no longer with us, he cannot be inconvenienced or distressed. So, anything that relates to settling his estate, or his sole mortgage account – I cannot award distress for. But I can consider compensation for the impact on Mrs M, as she is eligible to complain in her own right, this is because the joint account became her sole account.

- In summary, I consider £550 compensation to be fair and reasonable for the distress and inconvenience caused to Mrs M and the issues she encountered with her account. I understand Virgin also sent Mrs M a bunch of flowers to apologise. In all the circumstances this seems a fair way to resolve things.

### **My final decision**

For the reasons I've explained above, I uphold this complaint. Clydesdale Bank Plc trading as Virgin Money should pay £550 compensation (less any compensation already paid).

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs M and the estate of Mr M to accept or reject my decision before 14 October 2025.

Rachel Killian  
**Ombudsman**