

The complaint

Mr W complains TSB Bank plc ("TSB") closed his account and did so without explanation. Mr W is also unhappy that TSB said it was sorry to *see him go* after TSB had instigated the closure, and that it caused substantive delay in handling his complaint.

To put things right, Mr W wants a full apology, compensation and the account re-opened.

What happened

The details of this complaint are well known by both parties, so I won't repeat them again here in detail. Instead, I'll focus on setting out some of the key facts and on giving my reasons for my decision.

In June 2024, TSB notified Mr W it had decided to close his accounts in 60 days' time. Mr W complained about this, but TSB didn't uphold his complaint. Later, TSB sent Mr W a letter which said it was sorry Mr W was moving his account. Mr W complained about this given it wasn't his decision to close the account. Mr W says he only got a reply from TSB some months later – Mr W feels this was a deliberate attempt to frustrate him and avoid Mr W referring the complaint to this service.

Mr W referred his complaint to this service. One of our Investigator's looked into Mr W's complaint and they didn't think it should be upheld. In summary, they said TSB had closed the account in line with the terms and conditions and TSB doesn't have to give a reason. Our Investigator accepted TSB's further letter was misleading, but said it was an automated response initiated by Mr W switching his account to a new provider. They also said TSB provided sufficient communication and customer service.

Mr W didn't agree with what our Investigator said. Some of his main points in summary were:

- An explanation should be given to him for the closure of the account as this service has been made aware of this
- A letter being automated cannot validate it being misleading
- The delay in sending Mr W a response to his further issue with the misleading letter was unreasonable

As there was no agreement, this complaint has been passed to me. I note Mr W has made a complaint about how this service has handled his complaint against TSB. That is a separate matter to this 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 decided not to uphold this complaint. I'll explain why.

Banks in the UK, like TSB, are strictly regulated and must take certain actions in order to

meet their legal and regulatory obligations. They are also required to carry out ongoing monitoring of an existing business relationship. That sometimes means banks need to restrict, or in some cases go as far as closing, customers' accounts.

TSB is entitled to close an account just as a customer may close an account with it. But before TSB closes an account, it must do so in a way, which complies with the terms and conditions of the account. The terms and conditions of the account, which TSB and Mr W had to comply with, say that it could close the account by giving him at least 60 days' notice. And in certain circumstances it can close an account immediately or with less notice.

TSB closed Mr W's account with 60 days' notice. TSB has explained and provided this service with supporting evidence as to why it closed Mr W's account in the way it did. Having carefully reviewed this, I'm satisfied TSB acted in line with its terms and conditions – and applied them fairly. It's understandable why Mr W wants an explanation, but TSB is under no obligation to do so.

I can also understand why being sent a letter that says TSB is sorry to see Mr W leave is inappropriate and has caused Mr W some dissatisfaction. TSB has explained that this letter was an automated response to Mr W using the interbank switching system to move to another provider more easily.

I do think this would have been reasonably apparent given that letter references Mr W's move to another account provider, proximate to when that would have been instigated. I also don't see how this letter caused sufficient detriment to Mr W for me to consider awarding any compensation for any distress or inconvenience caused. I also don't think Mr W has been prejudiced nor faced any detriment in referring his complaint for any delays in TSB's complaint handling. After all, it dealt with the crux of Mr W's complaint – the account closure - within a reasonable timeframe in June 2024.

I'd add to that I haven't seen any evidence TSB deliberately set out to frustrate Mr W.

So, after carefully weighing everything up, I don't uphold this complaint. It follows I won't be making an award of compensation, asking TSB to apologise, or directing TSB to reopen the account.

My final decision

For the reasons above, I have decided not to uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr W to accept or reject my decision before 21 October 2025.

Ketan Nagla
Ombudsman