

The complaint

Mr W complains Clydesdale Bank Plc trading as Virgin Money wasn't helpful when he had problems accessing his accounts.

What happened

Mr W had several accounts with Virgin Money including a current account, a savings account and an ISA. He's told us he's visually impaired and doesn't have a mobile phone. He does, however, have a landline and uses email. Normally these allow him to manage his accounts.

Mr W contacted Virgin Money in March 2025 to say that he was having problems accessing his accounts. He ended up complaining about the support he received saying that it wasn't helpful and that he wasn't being listened to.

Virgin Money looked into Mr W's complaint and said that the problem he was having receiving one-time passcodes was down to an issue it was having with his service provider. Virgin Money said that it had been aware of the issue since mid-February 2025 – not least because other customers were being affected – and that one of its teams was trying to resolve the issue with the service provider in question. In the meantime, Virgin Money said that his one-time passcodes were being sent out correctly so it hadn't done anything wrong. Virgin Money also said that it could see Mr W had been successfully logging into his current account. So it hadn't done anything wrong there either. Virgin Money nevertheless apologised for closing his complaint earlier than he would have liked.

Mr W was unhappy with Virgin Money's response so complained to our service.

One of our investigators looked into Mr W's complaint and recommended that it be upheld and that Virgin Money pay him £250 in compensation. Mr W thanked our investigator and explained that he still had a savings account with Virgin Money – that he still couldn't access – and that he'd moved his current account and ISA to another provider. Virgin Money said our investigator's recommendation was disappointing given the evidence it had sent in. Virgin Money didn't agree that it should be paying any compensation – it said it had explained to Mr W what the issue was, had explained that it was working to get the issue resolved and had provided workarounds in the meantime. Virgin Money ultimately asked for Mr W's complaint to be referred to an ombudsman for a decision. His complaint was, as a result, passed to me.

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.

I'm satisfied that Mr W had problems accessing his current account, savings account and ISA. I'm also satisfied that he didn't have the same problem for each account. I say that because the main problem he had with his ISA was that he wasn't receiving one-time passcodes whereas the main problem he was having with his current account was that he

kept on being prompted to change his password when he logged on leading to an error.

I can see that Mr W reached out to Virgin Money for help in March 2025 and based on what he's told us I agree that the people he was dealing with weren't always listening to what he was actually saying was the problem. I'm satisfied that Virgin Money caused Mr W sufficient frustration in his dealings with it that he ended up deciding to close all of his accounts – a process that wasn't itself as smooth as it should have been. So, whilst I accept what Virgin Money has said about why and when its IT team was specifically notified of Mr W's case, I don't agree that he's been caused no distress and inconvenience simply because Virgin Money's IT team were working on the problem behind the scenes the whole time.

Putting things right

Given everything I've just said, I agree with our investigator that this complaint should be upheld. I also agree that £250 is fair compensation, albeit for different reasons. So, that's the award I intend to make.

My final decision

My final decision is that I'm upholding this complaint and require Clydesdale Bank Plc trading as Virgin Money to pay Mr W £250 in compensation.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr W to accept or reject my decision before 27 February 2026.

Nicolas Atkinson
Ombudsman