

The complaint

Miss F complains Nationwide Building Society (“Nationwide”) closed her account without considering she had retracted her disputed payment claim.

Miss F says Nationwide’s actions have caused her distress, inconvenience, and financial loss as she lost the opportunity to keep a type of ISA account. To put things right, Miss F wants Nationwide to reopen her account.

What happened

The details of this complaint are well known by both parties, so I won’t repeat them again here. Instead, I’ll focus on giving my 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 decided not to uphold this complaint. I’ll explain why.

Financial businesses in the UK, like Nationwide, 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 Nationwide needs to restrict, or in some cases go as far as closing, customers’ accounts.

Nationwide is entitled to close an account just as a customer may close an account with it. But before Nationwide 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 Nationwide and Miss F had to comply with, say that it could close the account by giving her at least two months’ notice. And in certain circumstances it can close an account immediately or with less notice.

Nationwide gave Miss F 90 days’ notice, but I note her account was restricted to branch withdrawals only. Having carefully considered the concerns Nationwide has explained it had, and supporting evidence I’ve been provided, I’m persuaded that Nationwide acted fairly in taking the actions it did. Miss F is aware that Nationwide has said that it previously warned her of her fraud claim activity.

Miss F says she retracted a claim for a payment she didn’t initially recognise as she was abroad. I’m satisfied Nationwide has looked into this and provided any information it holds which includes call recordings. Having reviewed this and listened to the calls, I’m satisfied there isn’t any evidence of Miss F retracting her fraud claim. Miss F may want a detailed explanation of the information I have weighed to reach my decision. But Nationwide is under no obligation to share this with her.

I acknowledge what Miss F has said about the impact Nationwide’s actions had on her particularly as he was abroad at the time. But given I don’t think Nationwide did anything

wrong, I see no basis in which to make an award of compensation for any distress or inconvenience suffered. Nor will I be directing Nationwide to reopen her account.

Lastly, I have considered whether Nationwide should have signposted Miss F to its provision of Basic Bank Accounts. But given its concerns, I'm satisfied it wouldn't have been appropriate to do so.

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 Miss F to accept or reject my decision before 12 December 2025.

Ketan Nagla
Ombudsman