

The complaint

Mrs K complains that she didn't receive a statement following full redemption of her Lloyds Bank PLC mortgage and, when she did, she had questions about the figures which haven't been answered.

What happened

Mrs K redeemed her mortgage in the middle of August 2024. She didn't receive a closing statement so requested one from Lloyds. She had to chase this and eventually received it towards the end of the September 2024.

Mrs K had a number of questions about the statement and some adjustments that were showing on it. I won't repeat them here as they are known to both parties. Mrs K then raised a complaint.

Lloyds wrote to Mrs K in response to the complaint. It said it didn't provide closing statements unless they were requested. It accepted it had delayed in providing one once it was requested and paid £100 compensation. Lloyds explained the various adjustments on the closing statement and confirmed Mrs K was due an 88p refund which it said it would send to her.

Mrs K referred the complaint to us saying she still had unanswered questions and that she required these to be answered. She added she had not received the 88p refund.

Our Investigator tried to answer Mrs K's questions by explaining the adjustments that had been made on the closing statement. He also explained to Mrs K that Lloyds accepted it hadn't paid the 88p refund and was now going to pay her £5 to rectify this.

Mrs K didn't accept this. She said she'd still not been told why Lloyds doesn't send closure statements as standard, and that a number of other questions remained unanswered. Mrs K asked for the complaint to be reviewed again so it's been passed to me to make a final 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.

The crux of Mrs K's remaining complaint is that she doesn't have answers to specific questions she's asked.

Like our Investigator, I'm satisfied that Lloyds has explained the workings of the closing statement in a manner that's easy to follow and gives a sufficient reasoning of the calculations involved. We are not set up to offer to audit accounts. But I'm satisfied with Lloyds' explanation, and can see nothing obviously wrong with the calculations or Lloyds' explanation.

As Lloyds and our Investigator have already explained this to Mrs K, there's nothing

meaningful I can add in this regard.

Mrs K has said she's never been told why Lloyds doesn't send a closing statement as standard. That's ultimately a decision for Lloyds' commercial judgement, and one it's entitled to make. Many lenders these days don't provide closing statements as standard.

It's not the role of this Service to simply obtain answers to questions from consumers. Our focus is look into individual complaints and to see if a financial loss or other impact has been caused. If so, we look to put that right. We don't take instructions from either side on what questions we will or won't ask. And, ultimately, it's down to us to decide what the crux of the complaint is, and which points that means need to be addressed.

Having reviewed the closing statement and the explanation by Lloyds, I can only see that 88p is owing to Mrs K and I can't identify a further loss. Lloyds has offered to pay Mrs K £5 to cover this. This is fair and reasonable, and I don't intend to ask it to pay anything further.

It must've been frustrating for Mrs K to have to ask for the closing statement twice and then have to wait for a number of weeks for this to arrive. However, I'm satisfied the £100 Lloyds has already paid for this mistake is fair and reasonable, and I'm not going to tell it to pay anything further.

Putting things right

Lloyds Bank PLC should:

- Pay Mrs K £100 for the distress and inconvenience this matter has caused. I understand this has been paid, but if not, it should be paid.
- Pay Mrs K £5 it has offered in light of the 88p refund she was due and the delays in this being sent to her.

My final decision

I uphold this complaint and require Lloyds Bank PLC to put matters right as set out above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs K to accept or reject my decision before 30 October 2025.

Rob Deadman
Ombudsman