

## **The complaint**

Mr K complains that Barclays Bank UK PLC trading as Barclaycard unfairly refused to provide a detailed explanation or breakdown of the interest charges on his account.

## **What happened**

Mr K is a customer of Barclaycard. After falling into persistent debt, Barclaycard set up a paydown plan in August 2023. This allows Mr K to make a fixed monthly minimum repayment of £185 with a reduced interest rate.

In September 2024, Mr K contacted Barclaycard as he was concerned that despite the interest rate being fixed, the amount he was paying went up and down every other month. Mr K says Barclaycard then failed to provide a breakdown, leading him to complain in late 2024. Mr K found Barclaycard's response unhelpful and mocking.

Barclaycard said that it details the explanation of how interest is calculated and charged in its terms and conditions. Barclaycard said it can't provide a breakdown of the interest charged to Mr K's credit card account due to the variable factors of calculating interest, as this is done automatically by its systems. Barclaycard didn't feel it had made an error.

Mr K wasn't happy with Barclaycard's response and referred the matter to this service. Our investigator looked at all the available information but didn't uphold the complaint. He thought the terms and conditions of Mr K's credit card account explained how interest was calculated and charged and based on this information Barclaycard hadn't made a mistake.

Mr K didn't agree with the investigator's view and asked for the matter to be referred to an ombudsman to decide. Mr K points to software failures in another sector which demonstrates that systems can be wrong. He doesn't think it is fair to simply accept that Barclaycard's calculations are correct.

After considering Mr K's complaint, I was minded to uphold it, so I issued a provisional decision on 18 September 2025, which said:

I realise that I have summarised this complaint in less detail than the parties and that I have done so using my own words. The rules which govern the Financial Ombudsman, together with the informal nature of our service allow me to do this. But this doesn't mean I have not read and considered everything the parties have given to us.

I have issued a provisional decision as I am currently minded to uphold Mr K's complaint and will explain why. However, to manage his expectations, I would first like to explain that as part of resolving this complaint, I am not asking Barclaycard to provide a detailed breakdown of how its' computer systems calculated the interest charged to his credit card account.

I would however expect Barclaycard to provide Mr K with a reasonable explanation of how interest is calculated and applied to customers' credit accounts more widely.

Barclaycard would have provided Mr K with the relevant terms and conditions when he opened his credit card account. His monthly statements include a section entitled "Understanding your interest" in which Barclaycard gives a brief explanation of how simple, compound and estimated interest works. Barclaycard also directs customers to a specific section on its' website where they can find more information about interest.

Barclaycard's website gives an example of how the amount of interest charged can change depending on when a customer makes a repayment. It also says that if a customer notices an increase in interest this is because it only calculates interest "on working days and some months have more than others due to public holidays".

While I understand Mr K may not accept that Barclaycard has provided him with information which is detailed enough for his purposes, it's not for me to tell Barclaycard it must provide him with any further complex interest calculations. The Financial Ombudsman is not the regulator – that role falls to the Financial Conduct Authority. My role here is to decide what's fair and reasonable in the individual circumstances of a complaint. And based on the information Barclaycard has made available to Mr K, I am satisfied it has provided him with a reasonable explanation of how it calculates the interest charged to his credit card account and why the amount of interest charged may fluctuate from month to month even though the applicable rate of interest remains the same.

I think it's also worth saying this service isn't qualified to provide a professional assessment of interest calculations - that's something for a qualified investigative / forensic accountancy professional to consider and that remains an option for Mr K to explore if he so wishes. But overall, I don't have reason to conclude that Barclaycard has incorrectly calculated the interest payable by Mr K.

Where I do consider Barclaycard let Mr K down, is in the way it dealt with him when he requested the interest calculations. Mr K contacted Barclaycard on 25 September 2024 with concerns about the interest charges. After speaking with one member of staff, he was put through to someone else at Barclaycard. Despite saying it wasn't possible to supply copies of the computer calculations, Barclaycard went on to tell Mr K that it would ask the letter writing team to send him the calculations. Barclaycard hasn't supplied evidence to suggest that it wrote to Mr K either with the calculations or an explanation of why this wasn't possible.

Mr K called Barclaycard towards the end of November 2024 as he was understandably unhappy to have heard nothing further. Barclaycard logged a complaint, which it said it would close as upheld. The individual Mr K spoke with said a specialist team would be in contact. Mr K says that the same individual rang back shortly afterwards to say that Barclaycard didn't send out breakdowns of interest. Considering what I have said above, I don't think this was an unreasonable response, but it would have been more helpful to Mr K if Barclaycard had followed this up with a written explanation of its' position. Instead, Barclaycard simply wrote to say it had resolved and closed the complaint.

I find that Barclaycard's failure in customer service led to unnecessary inconvenience and frustration for Mr K. For this failing, I consider an award of £100 compensation is fair. When deciding this, I have taken account of the guidance which is available on our website.

## **Further submissions**

Mr K accepted my provisional decision. Barclaycard responded to say that it appreciated my comments about compensation but that there shouldn't be any need for Mr K to require further evidence or information about the interest charged to his account. Barclaycard said that as interest is charged daily rather than monthly, the total amount charged each month may fluctuate depending on the number of working days. Barclaycard said that the rate of interest it applies to Mr K's account is set and no longer tracks the Bank of England rate, so will remain at the agreed rate. Barclaycard said that Mr K is on track to clear the debt within a maximum of four years as agreed

### **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 am grateful to both parties for their responses to my provisional decision. I hope that mine and Barclaycard's explanation of why the amount of interest charged in a month may fluctuate has been helpful to Mr K. And that he is reassured that Barclaycard has and will continue to apply the same agreed interest rate to the reducing balance.

I still think that Barclaycard should have followed up with Mr K after he made contact in late September 2024. Mr K accepts my proposed award and Barclaycard hasn't objected to it. So, for the inconvenience caused by this failure, I still think £100 is fair compensation.

### **My final decision**

My final decision is that I uphold this complaint and require Barclays Bank UK PLC trading as Barclaycard to pay Mr K £100 compensation.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr K to accept or reject my decision before 5 November 2025.

Gemma Bowen  
**Ombudsman**