

DRN-5862920



The complaint

Your text here

What happened

Your text here

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.

Your text here

Putting things right

Your text here

My final decision

Your text here

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs H to accept or reject my decision before 30 January 2026.

Geraldine Newbold
Ombudsman