

The complaint

Mr W complains that Barclays Bank UK PLC trading as Barclaycard irresponsibly lent to him.

What happened

Mr W was approved for a Barclaycard credit card in December 2024, with a £9,100 credit limit. Mr W says this was irresponsibly lent to him, and he made a complaint to Barclaycard who upheld his complaint. Barclaycard said that they refunded the interest charged on the account and will suspend interest on the account for six months. They said when the balance is repaid, they would amend Mr W's credit file with the adverse information.

Mr W brought his complaint to our service, He said that he'd like the balance to be written off (or at least 50% of it). Mr W has said that he can't cover his basic needs such as housing, food etc.

Our investigator did not uphold Mr W's complaint. She said that Barclaycard acted how we would expect them to act here, as they provided redress in line with what we would have asked them to do. Mr W asked for an ombudsman to review his complaint.

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'd like to thank Mr W regarding the detailed information he's provided to our service regarding his personal circumstances, and his financial situation. I won't be going into a great detail about what Mr W has told us in this decision to protect his identity, but I can assure him that I've read everything that he's said and sent us.

As Barclaycard have agreed with Mr W that they irresponsibly lent to him, then I have not made a finding on this subject as this wouldn't be proportionate here. But what I have done is considered whether the redress has been appropriate here.

Barclaycard have told us that they have refunded interest and fees charged to the account, and once the balance is repaid they will amend Mr W's credit file to remove any adverse information. This is what I would expect them to do here.

Mr W wants Barclaycard to write off some or all of the outstanding balance, but as he has had the benefit of the money, it would only be proportionate for him to repay this back to Barclaycard.

But I wouldn't expect Barclaycard to charge him interest moving forward. Barclaycard said in their final response letter to Mr W for him to contact them if the balance isn't repaid within the six-month period they've frozen the interest for, and they can stop it again. Barclaycard have told our service that they can only freeze the interest in six monthly periods.

As Mr W has mentioned not being able to pay for his essential outgoings, I would urge Mr W to contact Barclaycard so they can extend the interest freeze, and to arrange an affordable

repayment plan, considering what Mr W tells them about his personal circumstances, therefore they may not require a payment each month until Mr W's financial situation improves. I would also expect Barclaycard not to require Mr W to contact them every six months for the specific purpose of him telling them to extend the interest freeze, and Mr W may want to reiterate this point on any call he has with them.

If Barclaycard don't have the facility to do this without a six month freeze, then I would expect them to internally extend the interest freeze by diarising this until the balance is repaid, as requiring Mr W to contact them for this purpose only every six months would inconvenience Mr W and cause him unnecessary distress, especially as Barclaycard have admitted they shouldn't have lent to Mr W originally.

Mr W should not confuse this point with the fact that Barclaycard may need to review Mr W's financial situation periodically, which would involve communication with him, and I would find this proportionate for them to do so. But if Mr W finds he needs to keep contacting Barclaycard for the sole purpose of extending the interest freeze every six months – without the need to review his current financial situation moving forward, then he may wish to bring a separate complaint to Barclaycard moving forward if this is causing himself distress and inconvenience. He may then be able to bring this separate complaint to our service if he is unhappy with Barclaycard's response.

If Mr W is concerned about his credit file not being amended prior to the outstanding balance being repaid, he may wish to consider registering a "*notice of correction*" with the Credit Reference Agencies (CRA) to explain the lender has agreed that the lending was irresponsible. This is a short explanatory note that he can add to an entry on his credit file, to explain the background to that entry. So anyone who searches his credit report, would see the notice of correction and take the notice into account if they viewed his credit file.

Prospective lenders will each consider a notice like this differently and it isn't a guarantee that they will put the underlying payment information to one side. But given how strongly Mr W feels here - it is an option that is open to him. He would need to contact the CRA's to do this.

I've also considered whether the relationship might have been unfair under s.140A of the Consumer Credit Act 1974. However, I'm satisfied the redress Barclaycard have paid results in fair compensation for Mr W in the circumstances of his complaint. I'm satisfied, based on what I've seen, that no additional award would be appropriate in this case.

My final decision

I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr W to accept or reject my decision before 17 February 2026.

Gregory Sloanes
Ombudsman