

## **The complaint**

Miss O complains that ICICI Bank UK Plc blocked her account.

## **What happened**

Miss O had three accounts with ICICI. In July 2025, ICICI carried out a review of the account and decided to block it. The account remains frozen. ICICI says its doing this in accordance with its legal and regulatory obligations.

Unhappy with this Miss O complained to ICICI and referred the complaint to us.

An investigator looked at the complaint and didn't think it should be upheld. Miss O didn't agree. The complaint has been referred to me to decide.

## **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.

Like all financial businesses, ICICI is subject to legal and regulatory requirements which mean it may need to review accounts at any time. In this case, ICICI contacted Miss O and asked her questions about the activity on the account. It then decided to block the account. Based on what I've seen, I'm satisfied ICICI was acting in line with its legal and regulatory obligations when it blocked access to the account.

The account remains blocked. We've asked ICICI about that. They've provided information in confidence about why the account remains blocked. Our rules allow me to accept information in confidence – and I'm satisfied this information is sensitive and cannot be shared with Miss O.

Based on everything I've seen, I cannot say that ICICI is acting unfairly in blocking the account. I appreciate Miss O would like to know more. ICICI told Miss O that it cannot comment on when the review will be completed or when funds can be moved. Where financial businesses block accounts in these circumstances it may not need to give reasons, and nor would it be appropriate for me to tell Miss O more than ICICI has already told her.

ICICI should let Miss O know if the position changes.

## **My final decision**

I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss O to accept or reject my decision before 8 January 2026.

Rebecca Hardman  
**Ombudsman**

