

The complaint

Mr A complains that Capital One (Europe) plc closed his accounts with it unfairly. He says the bank's actions were retaliatory following a claim he had made previously.

What happened

Mr A had two credit card accounts with Capital One which opened in April 2021 and February 2024 respectively. On 14 February 2025, Capital One wrote to Mr A saying that it had made a decision to withdraw the credit facilities. It said the terms and conditions of the accounts allowed it to do so if it had concerns about his account usage. It blocked the accounts immediately and said it would close them two months after the date of the letter.

On 2 April 2025, Mr A complained to Capital One. He said he acknowledged Capital One's "*contractual right to withdraw credit*" but said that right must be exercised fairly. He believed the decision had been taken to close the accounts because he had escalated a complaint about another matter to our service. He didn't think that was fair.

Capital One looked into Mr A's complaint and issued a final response letter. It said the decision to close the accounts had been taken "*after a careful review*" and confirmed the closures were not linked to his previous complaint. It didn't uphold the complaint.

Mr A was unhappy with Capital One's response so he referred his complaint to our service. One of our investigators looked into it and didn't think Capital One had acted unfairly when it closed Mr A's accounts.

As Mr A didn't agree with our investigator, the complaint has been passed to me for a 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.

Mr A has acknowledged that Capital One has a contractual right to withdraw the credit facilities he had with it, so I don't need to discuss that any further. But he's correct to say that right needs to be exercised fairly.

The rules that govern our service are set out in the Handbook of the Financial Conduct Authority, specifically the Dispute Resolution section (DISP). DISP 3.5 allows our service to receive information in confidence where appropriate. Capital One has provided information in confidence and having reviewed that, I think it was appropriate for it to do so.

Capital One has provided details of the review it undertook which led to the closure of the accounts. I am satisfied that it reached its decision fairly.

My final decision

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 2 January 2026.

Richard Hale
Ombudsman