

## **The complaint**

Mrs H has complained that Bank of Scotland plc trading as Halifax closed her account without notice, and unfairly registered a default on her credit file.

## **What happened**

Halifax wrote to Mrs H on 28 January, 1 March, 11 March, 20 March, 28 March and 25 April 2025, asking her to bring her account up-to-date. It asked her to ensure her unarranged overdraft was repaid, or to contact it to discuss a repayment plan. As neither of these things happened, it then defaulted and closed the account.

Halifax has accepted that before Mrs H's account was closed, it should have ended the arranged overdraft agreement and given her 60 days to repay the full balance. It should have also sent a 30-day notice as a reminder. However, it didn't follow this process. It paid Mrs H £80 compensation to reflect the upset this caused. It also said it would remove the default if Mrs H repaid the outstanding balance within 65 days, but it has confirmed she didn't do so.

Our investigator didn't think Halifax needed to do anything more.

The complaint's now been passed to me for a final 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.

Having done so, I'm not upholding it. I'll explain why.

I'm satisfied that Halifax wrote to Mrs H multiple times regarding her overdraft. And this was to the address it had on file (and that she provided to our service). So, I'm satisfied the letters were sent, and likely received. I'm aware Mrs H preferred email contact, but it wasn't inappropriate for important correspondence to be sent by post.

However, even if Mrs H didn't receive the correspondence, Halifax later gave her another 65 days to make repayment, and said it would remove the default if she did. Halifax has confirmed no repayment has been made. So, I'm satisfied Mrs H did have a further opportunity to avoid the default on her credit file. But as she didn't take action, I'm satisfied it is recorded fairly, and is an accurate representation of the status of the account.

I can also see that Halifax paid Mrs H £80 to apologise for not giving her the correct notice about the account closure. Overall, I think this is fair, particularly as Halifax also gave a further opportunity to avoid the default (in the form of having it removed). This is in line with what I'd have awarded, so I'm not requiring Halifax to do anything more.

## **My final decision**

For the reasons given above, it's my final decision not to uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs H to accept or reject my decision before 23 February 2026.

Elsbeth Wood  
**Ombudsman**