

The complaint

Mr K has complained that Barclays Bank UK PLC unfairly removed his overdraft facility.

What happened

Mr K has two accounts with Barclays, and both had overdraft facilities. However, it wrote to him on 22 November 2024, to say it was removing the facility on one of his accounts as of 10 January 2025, as he'd not used it for 90 days. However, it would leave the overdraft on his other account in place.

Barclays said it had acted in line with the terms and conditions of the account. It also explained that it conducts reviews of overdraft facilities, including current affordability and recent usage. It also gives customers 30 days to contest decisions about overdrafts, but Mr K hadn't contacted it.

One of our investigators looked into what had happened, but thought Barclays had acted in line with its terms and conditions, and given Mr K notice the overdraft would be removed, and the opportunity to appeal. He also said that Barclays had said Mr K could reapply for an overdraft.

Mr K disagreed, and said Barclays had never said he could reapply for a facility, or how to do so.

The complaint's been passed to me.

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 know this will be disappointing, but I'll explain why.

As overdrafts are a loan facility, banks can decide whether or not to offer them. Here, following a review, it decided to remove Mr K's facility on one of his accounts. This was in line with its terms and conditions. It also gave notice (so Mr K could make other arrangements for payments, if needs be). Although I can understand Mr K's frustration, Barclays was entitled to do as it did, so I don't think it behaved unfairly.

Barclays told our investigator that Mr K can reapply for an overdraft in the future. He can contact it directly about this by calling or using online banking.

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 Mr K to accept or reject my decision before 9 March 2026.

Elspeth Wood
Ombudsman