

The complaint

Mr U complains that HSBC UK Bank Plc cancelled his credit card without telling him.

What happened

Mr U held a credit card with HSBC.

Mr U discovered that his card had been cancelled and his account closed when he attempted a transaction in 2025.

Mr U complained to HSBC. He was unhappy that the card had been cancelled without his knowledge or consent and without any communication from HSBC either before or after the cancellation.

HSBC didn't uphold the complaint. In its final response it said that confirmation of the account closure had been sent to Mr U on 22 April 2024.

Mr U remained unhappy and brought his complaint to this service.

Our investigator didn't uphold the complaint. They said that HSBC had acted in line with the terms and conditions by contacting Mr U two months prior to ending the agreement to advise him that he needed to use the card in order to keep the card active. The investigator said that Mr U hadn't used the card or responded to the letter and that HSBC had acted fairly when it closed the account.

Mr U didn't agree so I've been asked to review the 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 know it will disappoint Mr U, but I agree with the investigator's opinion. I'll explain why.

I've reviewed the history of the account. The account was opened on 14 November 2005 and was used to complete a balance transfer.

On 22 October 2021 HSBC sent Mr U a letter advising him that the card was due to expire, that it hadn't been used for some time and that if he didn't use the card within the next two months the account would be closed. In November 2021 Mr U completed a balance transfer. This stopped the closure of the account. Mr U repaid the balance transfer in March 2023.

On 22 April 2024 HSBC wrote to Mr U because the card hadn't been used for some time. The letter advised Mr U that if he didn't use the card within the next two months the account would be closed.

Mr U didn't use the card and accordingly the account was closed in July 2024.

I've reviewed the terms and conditions of the account. These state (at 10.2) that if HSBC are ending the agreement, it must give 2 months' notice. Based on what I've seen, HSBC contacted Mr U on 22 April 2024 and closed the account on 26 July 2024, so the required 2 months' notice was given.

Mr U has said that he didn't receive the correspondence dated 22 April 2024 from HSBC. So I've looked at the available evidence to see if it was sent to Mr U at the correct address. In its final response HSBC indicated that the correspondence had been sent to Mr U by email and that there was no read receipt on it. HSBC has subsequently clarified with this service that there was an error in the final response and that the correspondence was sent via post, not by email. HSBC has provided evidence from its contact notes which shows that the letter was sent to Mr U at his registered postal address. I'm therefore satisfied that the letter was sent to Mr U at the correct address. I can't say why Mr U didn't receive the letter, but I can't fairly hold HSBC responsible for issues with the national postal service where there is evidence that the letter was sent.

Taking everything into account, and whilst I understand that Mr U is disappointed that his account has been closed, I'm unable to find anything to suggest that HSBC made an error or treated Mr U unfairly. I'm therefore unable to uphold the complaint.

My final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr U to accept or reject my decision before 25 February 2026.

Emma Davy
Ombudsman