

## **The complaint**

Mr S complains that NewDay Ltd trading as Marbles increased the interest rate on his credit card account.

## **What happened**

Mr S holds a Marbles credit card with NewDay. On 17 September 2025 Mr S received a letter from NewDay advising him that the interest rate on his account was increasing with effect from 24 November 2025. The letter gave Mr S the option to opt out of the increase by 21 November 2025, in which case the account would be closed and Mr S could continue to repay the balance at the existing interest rate. The letter stated that there were multiple factors that were considered when assessing the most appropriate interest rate for customers and listed the factors that had been considered in Mr S's case.

Mr S says that none of the factors listed were applicable to him. He contacted NewDay to complain. Despite Mr S explaining that he didn't fall within the categories listed in the letter, his complaint wasn't upheld. In its final response letter NewDay said the interest rate increase would remain in place.

Mr S remained unhappy and brought his complaint to this service. He feels that the decision to increase the interest rate is unreasonable and places an unnecessary financial burden on him.

Our investigator didn't uphold the complaint. They said the interest rate had been increased in accordance with the terms and conditions of the account and that NewDay had given Mr S appropriate notice of the increase.

Mr S 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 S, but I agree with the investigator's opinion. I'll explain why.

I've reviewed the terms and conditions of the credit agreement. These state that NewDay can change interest rates at any time and that customers must be notified of any changes at least 30 days before they take effect.

I've also reviewed the letter that NewDay sent to Mr S dated 17 September 2025. This sets out the changes to the interest rate and explains that the new rate will be effective from 24 November 2025. The letter also says that if Mr S wants to repay his outstanding balance at the old rate of interest, he needed to contact NewDay by 21 November 2025. The letter explained that if Mr S chose this option, the account would be closed (meaning that the card could no longer be used for purchases) and the balance would need to be repaid within a reasonable time at the old rate of interest.

Based on what I've seen, I'm satisfied that NewDay acted in line with the terms and conditions of the agreement when it increased the interest rate. It provided the required 30 days' notice and gave Mr S the choice to opt out. I'm unable to say that NewDay made an error or treated Mr S unfairly.

I'm sorry that this isn't the outcome that Mr S was hoping for. I appreciate that he's always made his payments on time and that the new interest rate means that he's under increased financial pressure. Mr S has told this service that he's managed to pay the monthly payments for the last couple of months and that he will be closing the account soon. I'm pleased to hear that Mr S has found an alternative option.

For the reasons I've explained, I'm 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 S to accept or reject my decision before 20 May 2026.

Emma Davy  
**Ombudsman**