

The complaint

Q, a limited company, complains that Metro Bank PLC closed its accounts.

What happened

Q had three accounts with Metro Bank. In December 2024, Metro wrote to Q to say that it had decided to close these accounts – and that the accounts would be closed three months later, in March 2025. Dissatisfied with this decision, Q complained to Metro and then referred the complaint to us.

Our investigator looked at the complaint, but didn't think it should be upheld. Q doesn't agree. The complaint has been referred to me to decide.

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.

Metro has commercial discretion to decide who it wants as customers. It's also subject to legal and regulatory requirements that may require it to review accounts at any time. The terms and conditions that apply to Q's accounts allow Metro to close accounts and state that where it does so it will give two months' notice. Here, Metro told Q the accounts would close after three months, in March 2025. The main things I need to consider are whether Metro complied with the relevant terms and conditions, and that it didn't otherwise treat Q unfairly. Furthermore, Q, the limited company, was Metro's customer, and is a separate legal entity from its directors and shareholders. So Q says Metro also closed other accounts associated with its director, in this decision I am only considering the closure of the accounts held by Q.

Metro has provided information in confidence about the closure. Our rules allow me to accept information in confidence. I'm satisfied this information is sensitive and cannot be shared with Q. In summary, Metro has provided additional background to its decision to close Q's accounts. Based on what I've seen, I'm satisfied Metro was acting in accordance with the terms and conditions and its legal and regulatory when it closed Q's account, and that this was fair.

Q wants to know why Metro did this. But where Metro closes accounts in these circumstances it doesn't need to give reasons, and nor would it be appropriate for me to direct Metro to share more than it has about why it closed the account.

I've considered Q's further comments. In particular, it says that the closure of the accounts caused financial losses and inconvenience. But while I don't doubt the closure would have caused Q inconvenience, as I've found that Metro acted fairly in closing the account, this isn't something I'd award compensation for. Q was always going to need to spend time opening a new account. Q also thinks Metro may have discriminated against its director. But based on everything I've seen, I haven't seen anything to suggest Metro treated Q unfairly in this way.

My final decision

I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Q to accept or reject my decision before 28 April 2026.

Rebecca Hardman
Ombudsman