

## **The complaint**

Miss B complains about the interest she's being charged on her credit card with Clydesdale Bank Plc trading as Virgin Money.

## **What happened**

Miss B applied for a credit card with Virgin Money on 19 July 2021. Her application was approved with a credit limit of £5,200. The credit limit was increased to £10,200 on 12 August 2022.

Miss B complained to Virgin Money in June 2025. She said the interest being charged on her account was too high and she was struggling to make payments. Miss B was also unhappy that three different interest charges had been applied to her account.

Virgin Money didn't uphold the complaint. In its final response dated 13 June 2025 it explained that interest was charged separately on purchases, balance transfers and money transfers, and that this was shown on the statement. Virgin Money asked Miss B to contact its dedicated team if she needed assistance with payments.

Miss B remained unhappy and brought her complaint to this service. She wants a refund of the interest she's paid and compensation.

Our investigator didn't uphold the complaint. They said that Virgin Money hadn't done anything wrong and that it had dealt with Miss B's complaint fairly.

Miss B 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 Miss B but I agree with the investigator's opinion. I'll explain why.

I've reviewed the terms and conditions of the account. These state that the rate of interest can be increased or decreased. They also state that any interest rate increases will be notified to customers 30 days before the increase takes effect to give customers the choice to opt out, close the account and pay off the balance at the old rate of interest.

I've also reviewed the credit card statements. These are sent to Miss B each month. Looking at (for instance) the statement for May 2025, the interest on purchases, balance transfers and money transfers is shown separately. These are the three different interest charges that Miss B complained about. I've reviewed the statements that Miss B sent to this service which cover the period January 2025 to April 2025. These show interest being charged in the same way as the May 2025 statement, with different charges for purchases, balance transfers and money transfers.

Based on what I've seen, I haven't found anything to suggest that Virgin Money has made

an error in the way it has charged interest or in the amount of interest charged. I'm satisfied that the interest has been charged in line with the terms and conditions of the agreement. Therefore, I won't be asking Virgin Money to refund interest or to do anything further.

### **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 Miss B to accept or reject my decision before 6 May 2026.

Emma Davy  
**Ombudsman**