

complaint

Mr R complains about the interest he has been charged on his credit card provided by Creation Financial Services Limited

our initial conclusions

The adjudicator did not recommend that the complaint should be upheld. He was satisfied the account terms and conditions adequately explained how interest would be charged. Mr R did not accept the adjudicator's findings.

my final decision

To decide what is fair and reasonable in this complaint, I have considered everything that Mr R and Creation Financial Services Limited have provided.

Mr R says he made a purchase with his credit card with the understanding he would not be charged interest on that particular purchase for a period of nine months. But he thinks Creation has failed to honour the interest-free agreement.

Creation says it has not charged interest on the one purchase that was due to benefit from the 0% promotion. The interest Mr R has been charged has been calculated based on the other purchases he made, which did not similarly benefit from the 0% promotion.

Mr R has not explained why he thinks the interest has been miscalculated and has not responded to our requests for further information. Based on the evidence I have seen I am not persuaded that Creation should refund any of the interest it has charged Mr R.

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I am required to ask Mr R either to accept or reject my decision, in writing, before 9 August 2013.

Ruth Lewis

ombudsman at the Financial Ombudsman Service

The ombudsman may complete this section where appropriate – adding comments or further explanations of particular relevance to the case.

ombudsman notes

what is a final decision?

- A final decision by an ombudsman is our last word on a complaint. We send the final decision at the same time to both sides – the consumer and the financial business.
- Our complaints process involves various stages. It gives both parties to the complaint the opportunity to tell us their side of the story, provide further information, and disagree with our earlier findings – before the ombudsman reviews the case and makes a final decision.
- A final decision is the end of our complaints process. This means the ombudsman will not be able to deal with any further correspondence about the merits of the complaint.

what happens next?

- A final decision only becomes legally binding on the financial business if the consumer accepts it. To do this, the consumer should sign and date the acceptance card we send with the final decision – and return it to us before the date set out in the decision.
- If the consumer accepts a final decision before the date set out in the decision we will tell the financial business – it will then have to comply promptly with any instructions set out by the ombudsman in the decision.
- If the consumer does not accept a final decision before the date set out in the decision, neither side will be legally bound by it.