

complaint

Miss O complains that HSBC Bank Plc didn't set up a direct debit on her account. When she tried to sort this out it gave her a very poor service.

background

Miss O took out a credit card with HSBC. She set up a direct debit but then noticed the balance on her credit card wasn't going down. She phoned the bank numerous times to try and find out what had happened. But she couldn't get any information. Her credit rating has now dropped which means she can't apply for a mortgage or for car finance.

HSBC said it wasn't responsible for the failed direct debit. And it said she could've set up the direct debit though her online banking.

Our investigator initially thought that HSBC hadn't set the direct debit up properly. But HSBC sent him evidence that it was another bank who'd cancelled the direct debit. After further discussion with the investigator HSBC didn't accept it'd done anything wrong but it agreed to offer Miss O £100 as a gesture of goodwill.

Miss O said this wasn't sufficient compensation as she lost the opportunity to buy her house and she paid solicitors fees of over £350.

my findings

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

There was a problem with Miss O's direct debit which meant that her HSBC credit card fell into arrears. But it seems that it was another bank which cancelled her direct debit. So I can't fairly find HSBC was to blame when Miss O's account fell into arrears. So I don't think it should compensate her for legal fees.

But I agree with our investigator that HSBC wasn't very helpful when she was trying to find out what had happened. And I know that Miss O won't agree with me but I think £100 compensation for the inconvenience and upset that it caused her is fair and reasonable.

my final decision

In full and final settlement HSBC Bank Plc must pay Miss O £100 compensation.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss O to accept or reject my decision before 7 January 2019.

Linda Freestone
ombudsman