

complaint

Mr G complains that Vanquis Bank Limited closed his credit card account without giving him any notice but it's still charging him interest.

background

Vanquis said it had restricted Mr G's account and would close it when he'd paid the full outstanding balance. Mr G thought Vanquis had closed it for a reason that was discriminatory. Vanquis said it'd closed Mr G's account because he hadn't sent it a number of documents it had asked him for and not for any other reason.

The adjudicator thought that Vanquis was entitled to close Mr G's account because he hadn't sent it the documents it asked for. But she listened to a phone call when Mr G asked where he should send a copy of his passport. The bank gave him the address and said that if he sent it in, his account would be unblocked. She thought the advisor should've reminded him that it wanted more than just this one document. She felt that Mr G should be awarded £75 compensation for this confusion.

The bank didn't agree and said Mr G hadn't complained about its customer service. It said it had told Mr G in its letter what documents he had to send. Its agent wouldn't have known Mr G wasn't aware that he needed to send more than a copy of his passport.

my findings

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

Vanquis asked Mr G for a number of documents to verify his identity. It told him that if he didn't send them within 14 days his account would be closed. So I think it made him aware what would happen if he didn't comply with its request and it gave him notice. So I accept it was entitled to close the account when he didn't send in all the documents. And I accept it's entitled to charge him interest until the outstanding balance on his account is cleared.

I've listened to Mr G's phone call when he asked Vanquis for the address because he'd lost the letter. The advisor said that as soon as the bank received the copy of his passport it would let him know it'd received it and would unblock the account. Mr G hasn't complained about customer service but the advisor implied that once the copy of the passport was received the account would be unblocked. So although Mr G should've realised he needed to send more than one document I agree with the adjudicator that Mr G should receive some compensation for the confusion.

my final decision

My decision is that Vanquis Bank Limited should pay Mr G £75 compensation in full and final settlement.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 8 April 2016.

Linda Freestone
ombudsman