

## **complaint**

Mr M is unhappy with the way that Bank of Scotland plc ("BOS") treated him when he wanted to rearrange his finances.

## **background**

Mr M wanted to rearrange his finances. Mr M had both a mortgage and secured loans with BOS. He wanted to consolidate all of the loans into a single mortgage loan. But he didn't meet BOS's lending criteria for a higher mortgage loan. Mr M accepts that this decision wasn't unfair. But he wanted to investigate other options with the private banking team. He says that he received very poor customer service from the private banking department which led to him paying a large early repayment charge when he redeemed his mortgage because he took his business elsewhere.

BOS agrees that it could've given Mr M better customer service. No one from BOS's private banking team responded to Mr M's repeated requests for help. It's offered Mr M £300 compensation.

Our adjudicator thought that offer was fair. In summary he also thought that even if BOS had got back to Mr M that he may not have got the outcome he was hoping for. So he didn't think it was fair for BOS to refund the early repayment charge. Mr M doesn't agree so I need to make a final decision.

## **my findings**

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

I can see that Mr M has been caused a great deal of inconvenience and that he's frustrated with the way he's been treated by a business he's banked with for many years. But I don't think that BOS's offer of £300 compensation is unfair because:

- I appreciate that Mr M had been waiting for a response for some time. And the customer service offered by BOS was poor. But ultimately it was Mr M's decision to take his custom elsewhere. I understand that Mr M may have felt he didn't have any choice. But it was for him to decide if he wanted to move to another bank if he wasn't happy with the service he was getting and it seems to me that he was aware that he was likely to incur charges if he did move;
- I don't think there's enough evidence to make me think that if BOS had got back to Mr M he would've got the outcome he wanted. It's possible that the private banking team would've been able to offer him the re-finance package that he wanted. But the evidence I've seen makes me think that's unlikely. And so I think it's likely he would've still wanted to look at other options and ended up, as he did, having to redeem his mortgage and paying the early repayment charge.

**my final decision**

I'm not going to uphold Mr M's complaint against Bank of Scotland plc. Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 11 April 2016.

Anna Wilshaw  
**ombudsman**