

complaint

Mr Y complains that Barclays Bank UK PLC failed to open a current account for him.

background

In 2018 Mr Y applied for an account with Barclays. The account was initially approved but was closed a few days later. Mr Y wasn't given a reason for the closure.

Mr Y opened a credit card account and after some time he applied for a current account again. The application was declined. When Mr Y asked Barclays for an explanation it advised him to check his credit file and CIFAS to see if there were any adverse entries which might be affecting his application. Mr Y says he did this.

Mr Y wants Barclays to open an account for him.

Our investigator didn't uphold the complaint. She said Barclays had its own criteria which it was allowed to apply in deciding whether or not to open accounts and that there was no obligation on the bank to provide Mr Y with the reasons for its decision.

Mr Y didn't agree. He wanted to know the reasons for Barclays 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.

Every bank has its own criteria and risk assessment for deciding whether to open (or close) accounts. Banks are allowed to refuse to open accounts and aren't obliged to explain the reasons for refusal.

A bank's decision not to open an account is legal, provided that it doesn't constitute unlawful discrimination on the grounds of race, sex, disability, sexuality or religion. There's no evidence to suggest that any of these factors are present in this case.

I understand that Mr Y wants to know the reasons why he's been refused a bank account. But the bank is allowed to keep its reasons confidential so I'm unable to require Barclays to provide this information to Mr Y.

I appreciate that Mr Y will be frustrated by my decision. But I'm satisfied that the bank has acted fairly and I won't be asking it 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 Mr Y to accept or reject my decision before 18 October 2019.

Emma Davy
ombudsman