

## **complaint**

Mr D complains that Barclays Bank PLC, trading as Barclaycard, will not accept his settlement proposal for the credit card debt that he owes to it. He is being helped with his complaint by his father.

## **background**

Mr D had a credit card debt to Barclaycard that he was unable to repay due to a change in circumstances. He offered to pay 25% of the amount owed in full and final settlement. Barclaycard did not accept the offer and said that it would accept 70% of the amount owed or Mr D could continue to make reduced monthly repayments. His debt was then sold to a debt recovery company. Mr D's father complained to Barclaycard but he was not satisfied with its response so Mr D complained to this service.

The adjudicator did not recommend that this complaint should be upheld. She concluded that: she was unable to compel Barclaycard to agree to a reduced settlement of the debt; it had taken reasonable steps to help Mr D to manage his account through the difficulties that he was facing; and it had not acted unreasonably in continuing with its collections process.

Mr D's father says, in summary, that Barclaycard should have frozen the debt when the complaint was made to this service and that another part of Barclays has accepted settlement proposals relating to Mr D. He says that Mr D is suffering medical problems as a result of the situation.

## **my findings**

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint.

When Mr D contacted Barclaycard to tell it about his change in circumstances, it accepted his offer of reduced monthly payments and suspended interest and charges. It said that the monthly payments were less than was needed for a formal repayment plan so said that the account would be closed and the debt passed to its recoveries team. I consider that by accepting reduced payments and suspending interest and charges, Barclaycard responded to Mr D's financial difficulties positively and sympathetically, as it is required to do.

I have seen no evidence to show that the debt was not owed by Mr D. He offered to pay 25% of the amount owed in full and final settlement of his debt. Barclaycard did not accept that offer but said that it would accept 70% of the amount owed or it said that Mr D could increase his monthly payments to 0.5% of the amount owed. I am not persuaded that there was any requirement for Barclaycard to accept the 25% settlement offer made by Mr D. It is for Barclays to decide the policies that will be applied by its different businesses. I am not persuaded that a decision by one of its businesses to accept a settlement proposal creates any requirement for another of its businesses to accept an equivalent settlement proposal.

Barclaycard has now sold Mr D's debt to a debt recovery company. There is no requirement for a bank to suspend recovery action when a complaint has been made to this service. I consider that Barclaycard was entitled to continue with its debt recovery action in these circumstances. Mr D's father has asked the debt recovery company to accept the reduced settlement offer that was made to Barclaycard.

I am not persuaded that there is enough evidence to show that Barclaycard has acted incorrectly in its dealings with Mr D and I consider that it has responded to his financial difficulties positively and sympathetically. I therefore do not consider that it would be fair or reasonable for me to require Barclaycard to accept the reduced settlement proposal that he made.

**my final decision**

For these reasons, my decision is that I do not uphold Mr D's complaint.

Jarrold Hastings  
**ombudsman**