

complaint

T, a limited company, complains that Barclays Bank Plc will not explain why it declined its application for a business bank account. T is represented by its director, who I will call Mr B.

background

T applied to Barclays for a business account in March 2015. Barclays declined the application saying it did not meet its requirements. It said it did not have to give T reasons or explain its criteria. Mr B says Barclays is legally bound to explain why it rejected T's application. He says T's reputation is at stake.

The adjudicator did not recommend that the complaint should be upheld. He said Barclays made a commercial decision whether to offer a business account to T. It does not have to give reasons to T. Barclays offered £25 compensation for the time taken to respond to T's complaint, which the adjudicator said was reasonable.

T did not agree. On its behalf Mr B said he had used banking services before without problems. He does not understand why T's application was rejected and says Barclays should explain this and provide copies of its procedures. He says T will not accept the £25 compensation as it needs an account opened.

my findings

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

Barclays is entitled to use commercial judgement about the criteria it uses when deciding whether to offer banking services to a customer. I cannot reasonably require Barclays to disclose its criteria, which are commercially sensitive.

While I understand Mr B's frustration, I can't reasonably require Barclays to provide more information about its decision to decline T's application. I leave Mr B to decide whether to accept the £25 compensation offered by Barclays for the time taken to respond to T's complaint.

my final decision

My decision is that I do not uphold this complaint as I find the compensation offered by Barclays Bank Plc fair and reasonable in the circumstances.

Under the rules of the Financial Ombudsman Service, I'm required to ask T to accept or reject my decision before 9 November 2015.

Ruth Stevenson
ombudsman