

## **complaint**

Mrs R, through a Claims Management Company ("CMC") has complained that Lloyds Bank PLC ("Lloyds") mis-sold her three packaged bank accounts - a Premier account in 2006, a Platinum account in 2008 and a Premier account in 2010. Mrs R has said that she was told that she would save money on her overdraft by having these accounts.

## **background**

Our adjudicators looked at Mrs R's complaint and didn't think Lloyds mis-sold the packaged account on any occasion. The CMC disagreed and asked for an ombudsman's review.

## **my findings**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. We've explained how we handle complaints about packaged bank accounts on our website. And I've used this approach to help me decide this complaint.

Mrs R held a fee-free account prior to taking out any of these packaged bank accounts and had held an overdraft on a free account. So I think that she would have been aware that she could have a fee-free account with an overdraft facility. Mrs R has said that she was told that she would save money on her overdraft by taking out these accounts. However, if she was told this then this would be a correct statement as these accounts did come with interest free overdrafts up to a certain limit with preferential rates on the overdraft above the interest free portion. So I think that Mrs R had a free choice in taking out all of these accounts and she chose to do so.

Lloyds made a personal recommendation when these accounts were taken out. Mrs R said that the benefits the account came with were not suitable for her and that she could not use them. But given Mrs R's use or registration of the major benefits that the accounts came with, I think it's fair to say that Mrs R did have a need for the benefits that the accounts came with. So I do not think that Lloyds' recommendation was inappropriate given the overall circumstances.

Mrs R may not have been told everything about all of the benefits that the accounts came with. But I cannot see anything specific that she was not told, that I think would've altered her decision to take out the accounts.

Taking everything into consideration I do not think that these accounts were mis-sold so I do not think that Lloyds owes Mrs R any money.

## **my final decision**

For the reasons set out above, I'm not upholding Mrs R's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs R to accept or reject my decision before 8 April 2019.

Charlie Newton  
**ombudsman**