

complaint

Mr P complains on behalf of his wife, Mrs P. He says that Barclays Bank PLC, trading as Barclaycard, shouldn't have issued her with a credit card.

background

Mrs P took out a credit card in March 2013 with a credit limit of £10,000. She made a balance transfer to the credit card of £4,400. Barclaycard says it did a credit check and Mrs P recorded her income on the application form as just under £30,000.

Mr P says that his wife was encouraged to get into debt and couldn't afford to pay her debt back. He says this affected his finances as well. He complained to the bank.

The bank said it had done its usual checks before lending to Mrs P. It also said that Mrs P had always made the monthly payments on her account and hadn't contacted it to say she was experiencing money problems. But it accepted it didn't deal with Mr P's complaint in an appropriate way. It offered him £200 for giving him wrong information and providing poor customer care.

Mr P complained to us and our adjudicator didn't uphold the complaint. She thought the bank hadn't done anything wrong in lending to Mrs P. She also said that as Mrs P had applied for the credit card there was no need for the bank to obtain Mr P's consent.

Mr P doesn't accept that view. He thinks the decision to provide the credit card was wrong and the bank should've contacted him before the credit card was given to his wife.

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've come to the same decision as the adjudicator for the same reasons. I understand Mr P will be disappointed at my decision.

Lenders should lend responsibly, and they should assess whether the borrower can afford to pay money back before they agree to lend. I think Barclaycard did that here. I don't think it made a mistake in giving Mrs P a credit card with a credit limit of £10,000. Its records satisfy me that Mrs P gave it information about herself, including details of her income. I see no reason why the bank shouldn't have accepted that. The bank says it then carried out a credit check on Mrs P.

Mrs P made regular payments on her credit card, and the bank says she didn't contact it to tell it she was struggling. So I don't think the bank should've been aware of any money problems she was experiencing.

I also don't think the bank should have contacted Mr P before giving Mrs P the credit card. It wasn't to know how Mr and Mrs P run their finances. And the bank's agreement was with Mrs P, not Mr P.

Barclaycard didn't provide Mr P with correct information when he cleared his wife's credit card balance. It has offered him £200 compensation and has said that offer is still open. I leave it to Mr P to contact the bank if he wants to accept the offer.

my final decision

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs P to accept or reject my decision before 9 November 2015.

David Singh
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