

complaint

Mr B complains that NewDay Ltd (trading as Aqua) charged interest on his credit card account even though he paid the full amount in cash by the due date.

background

I set out the background to this complaint in my provisional decision. In it I explained why I didn't intend to uphold this complaint. I asked the parties to respond to my provisional decision if they wished to do so. They both had nothing to add.

my findings

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

Mr B's monthly statement says "*Payments should be made at least 5 working days before the due date shown*". I can understand why he thinks this wouldn't apply to cash but NewDay doesn't differentiate between cash and cheques. This is because Mr B has to make the payment through a third party bank and so time is needed to process the payment. So I don't find it's made any error by charging him interest.

I agree with the adjudicator that Mr B regularly clears his credit card balances on time and it's unfortunate NewDay won't refund him the interest as a gesture of goodwill in recognition of that. Particularly as he thought that paying by cash meant it would still be in time. But I can't make NewDay do that as I don't think it's done anything wrong.

my final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 10 June 2016.

Linda Freestone
ombudsman