

complaint

Mr G complains that Vanquis Bank Limited decided to close his account after there were fraudulent payments.

background

The adjudicator did not recommend that the complaint be upheld. She said that:

- Vanquis made a business decision to close the account and was entitled to consider its own interests. There had been a number of fraudulent transactions and Mr G's account details had been compromised.
- It had sent Mr G a letter on 17 June 2016 setting out its decision. Although she recognised he said he had not received this she was satisfied it had been correctly sent.
- Vanquis had increased Mr G's limit before the decision had been made to close his account.
- She did not think that Vanquis had made any error and it was not necessary to look into all the circumstances of the fraud to find this.

Mr G was not satisfied with this opinion and wanted his complaint to be reviewed. He did not believe that he had been treated fairly. He did not think Vanquis had done enough to look into what had happened. As it closed his account he must have been under some suspicion of fraud.

my findings

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

Vanquis said that there had been four separate periods when fraudulent payments have been made from Mr G's account. It had issued replacement cards to Mr G before. And it has refunded all these fraudulent payments coming to a total of over £2,000. There's been no suggestion made that Mr G has been involved at all.

The adjudicator has set out that Vanquis can make its own commercial decision about what limit to apply and whether to suspend use of the account. In its final response to Mr G it referred to the relevant part of its account terms and conditions. These stated that it can suspend the account where it has concerns about the security of the account and fraud.

I understand why Mr G thinks that this is unfair as he is an innocent victim here. But I'm afraid that I'm unable to find that Vanquis has acted unreasonably or needs to take any further action.

my final decision

My decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 23 January 2017.

Michael Crewe
ombudsman