Financial Ombudsman Service

complaint

Mrs A complains that Vanquis Bank Limited mis-sold a Repayment Option Plan (ROP) to her when she took out a credit card. Mrs A says that Vanquis presented the ROP as a compulsory product and did not explain it to her.

our initial conclusions

The adjudicator did not recommend that the complaint should be upheld. She was satisfied that Vanquis adequately informed Mrs A of the benefits and costs of ROP, and explained that it was an optional feature of her account. The adjudicator was also satisfied that Vanquis was not obliged to check whether the ROP was suitable for her needs as it is not an insurance product. Mrs A is still unhappy.

my final decision

To decide what is fair and reasonable in this complaint, I have considered everything that Mrs A and Vanquis have provided. Having done so, I find that I have come to the same conclusions as the adjudicator did, for much the same reasons.

I am satisfied that Vanquis clearly explained ROP as an optional feature of the product. I also consider it provided sufficient information to enable Mrs A to understand the product, which she subsequently agreed to.

I conclude that Vanquis has done nothing wrong and I cannot properly require it to refund the ROP charges on these grounds.

My decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I am required to ask Mrs A either to accept or reject my decision before 15 October 2013.

Andrew McQueen

ombudsman at the Financial Ombudsman Service

The ombudsman may complete this section where appropriate – adding comments or further explanations of particular relevance to the case.

ombudsman notes

what is a final decision?

- A final decision by an ombudsman is our last word on a complaint. We send the final decision at the same time to both sides – the consumer and the financial business.
- Our complaints process involves various stages. It gives both parties to the complaint the opportunity to tell us their side of the story, provide further information, and disagree with our earlier findings – before the ombudsman reviews the case and makes a final decision.
- A final decision is the end of our complaints process. This means the ombudsman will not be able to deal with any further correspondence about the merits of the complaint.

what happens next?

- A final decision only becomes legally binding on the financial business if the consumer accepts it. To do this, the consumer should sign and date the acceptance card we send with the final decision – and return it to us before the date set out in the decision.
- If the consumer accepts a final decision before the date set out in the decision we will tell the financial business – it will then have to comply promptly with any instructions set out by the ombudsman in the decision.
- If the consumer does not accept a final decision before the date set out in the decision, neither side will be legally bound by it.