

## **complaint**

Miss R, through her representative Mr R, complains that Santander UK Plc unfairly declined her application to open a current account.

## **background**

Miss R went in to a branch of Santander to open an account but her application was declined. Miss R says the member of staff told her that it didn't have any evidence, such as already having a current account, that she could manage an account properly. And that someone else at her address had a bad credit rating.

Santander told Miss R that it used a credit scoring system to assess applications. And it would also take other factors in to account, such as the applicant's history with the bank. Santander wouldn't give a more detailed explanation of why Miss R's application was unsuccessful.

Our adjudicator didn't recommend that Miss R's complaint should be upheld. She said Santander is entitled to make a commercial decision not to approve an application. And Santander didn't have to give a specific reason why it refused.

Mr R, on behalf of Miss R, is unhappy with our conclusions. He is concerned that Santander's rejection will affect future account applications. And he cannot understand why Miss R was refused when she already holds a savings account and has a perfect credit rating

## **my findings**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. In cases like this, where the evidence is inconclusive, I reach my decision on the balance of probabilities. That means I'll look at all the available evidence and decide what I think is most likely to have happened.

I appreciate that it must be frustrating for Miss R, but I can't reasonably interfere in Santander's commercial decision not to open the account. Santander has explained that Miss R's application was declined due to a low score and no credit history.

Although Miss R has a savings account, she doesn't appear to have taken out any other credit and doesn't have another account with an overdraft facility. Credit scores are set by a number of factors, including an individual's available credit and credit history. Savings accounts and other investments won't appear on a credit report. So Miss R hasn't yet built up enough credit history to satisfy Santander's criteria.

Santander says it would never tell someone their application was declined due to the credit history of another person at their address. Santander says it doesn't use this information as part of the credit scoring process. I don't have any reason to doubt Santander when it says this.

I am sorry that Miss R is unhappy at not being offered an account. And that she is concerned this will affect future applications. But based on the evidence I've seen, I don't find the bank made a mistake.

**my final decision**

My decision is that I don't uphold Miss R's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss R to accept or reject my decision before 6 November 2015.

Gemma Bowen  
**ombudsman**