

## **complaint**

Mr W complains that Virgin Money plc has not treated him fairly in that it has not refunded to him the credit balance and interest on his account, despite repeated requests. He would like Virgin Money to refund the money owing to him.

## **background**

Mr W says he first asked for a refund of his credit balance in 2012, but has never received a response to this request. He later complained to Virgin Money in July 2015 but says he has not received a response to this either. He does not say the credit balance is as a result of any error by Virgin Money, but he would like the money and interest applied to it to be refunded to him.

Our adjudicator agreed that this was a matter this Service could consider, and that as Virgin Money had not responded to the complaint, the evidence indicated that it should refund the money as requested. She recommended that Virgin Money should arrange for an updated statement to be sent to Mr W with a full refund of the credit. She also considered that as Mr W had requested this refund as early as 2012, he should receive compensation of £150 for distress and inconvenience caused by the business' failure to deal with the matter.

Virgin Money has not responded to the adjudicator's view.

## **my findings**

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

While Mr W had raised other matters which were previously dealt with, I have not seen any evidence that this issue has previously been addressed. I therefore consider it is a matter which this Service can look at.

Mr W says he first asked for the credit balance on the account to be refunded to him in 2012, but received no response from the business. In July 2015, he complained to Virgin Money about the matter, but does not appear to have had any response. It is not clear what the current credit balance is, but I consider that it is reasonable for Mr W to ask for a refund of it, and any interest which may also be owing to him. I also consider that as it has been several years since he first asked for the money to be refunded, he is due compensation for the distress and inconvenience of not having his money, and for having to repeatedly raise the matter.

## **my final decision**

My final decision is that I uphold this complaint. In full and final settlement of it, I order Virgin Money plc to:

- Arrange for an updated statement on the account to be sent to Mr W;
- Refund to Mr W the credit balance and interest on the account; and
- Pay Mr W £150 compensation for the distress and inconvenience it has caused him.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr W to accept or reject my decision before 8 April 2016.

Catherine Wolthuisen  
**ombudsman**