

#### complaint

Mrs H is unhappy that Lloyds Bank plc sent her forms for US tax purposes. And gave her wrong information. She's also not happy with how her concerns have been dealt with. She wants more compensation than Lloyds have given her.

#### our initial conclusions

Our adjudicator agreed Lloyds had given Mrs H wrong information. But she felt the £75 compensation Lloyds has paid was fair. Mrs H doesn't agree. She doesn't think the compensation is sufficient for the stress. And she believes a lot of other people have had the same problem.

#### my final decision

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. Mrs H thinks this issue has affected a lot of people. But I can only look at the effect of Lloyds actions on Mrs H. There's no dispute that Lloyds sent Mrs H forms to complete about her US tax status. I can understand Mrs H's frustration. She says she has no US connections. Lloyds has explained its policy is to comply with the law in all the countries it operates in. Given the possible consequences to Lloyds if it fails to comply with Foreign Account Tax Compliance Act (FATCA) it's not unreasonable for the bank to request the relevant information. But Lloyds accepts it gave Mrs H wrong information. A member of staff told Mrs H the letter was a likely scam. That shouldn't have happened. Lloyds has given feedback to the branch about this.

I think Lloyds have dealt with the key issues Mrs H raised, even if it hasn't answered all her questions. Lloyds has told Mrs H why it sent her the forms. Mrs H's forms have been received and her records updated. Lloyds have confirmed access to her accounts was not affected.

Lloyds has paid Mrs H £75 compensation to cover her costs and the upset and inconvenience. I think this is reasonable. She was given wrong information which I believe did cause her some concern. I don't think I can fairly ask Lloyds to compensate Mrs H further. **My final decision is that I don't uphold this complaint.**

Under the rules of the Financial Ombudsman Service, I am required to ask Mrs H either to accept or reject my decision before 8 April 2016.

Bridget Makins

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.