

## **complaint**

Mr C's complaint is about the way NewDay Ltd handled his Amazon credit card application.

## **background**

Mr C applied online for an Amazon credit card. Four days later, he got a call, while he was driving, from NewDay asking him to answer some security questions. Mr C didn't realise the Amazon card was provided by NewDay. He didn't know who the caller was so refused to answer the security questions and told them not to ring again. NewDay cancelled his application.

Mr C complained that the caller from NewDay didn't say he was calling about the Amazon credit card. He feels NewDay should have tried to contact him another way before cancelling his application.

NewDay said it couldn't reveal any more information until Mr C answered the security questions. It also said the caller offered to call Mr C back on different dates and offered to provide a number for him to call NewDay. All of these were declined and Mr C said NewDay should not to call him again. It felt it couldn't have done anymore in its attempts to help Mr C and review his application.

Our adjudicator thought that NewDay should have done more to contact Mr C after the call ended. After listening to the call recording he said it was clear Mr C felt uncomfortable with the call and was not going to provide security details over the phone.

The adjudicator thought it would be reasonable for NewDay to have written to Mr C to advise him of its attempt to verify his application and to ask him to contact NewDay or the application would be cancelled. He asked NewDay to pay Mr C £75 compensation for the inconvenience caused.

NewDay disagreed with the adjudicator and I have been asked to look at this case.

## **my findings**

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

I've listened to the call made to Mr C. Although the caller said he was from NewDay on behalf of Amazon, it wasn't clear this had anything to do with Mr C's credit card application. I can understand why Mr C wouldn't want to answer security questions when he was called by a company he knew nothing about.

NewDay say the caller couldn't give any more information until Mr C answered the security questions.

Account security is very important for both businesses and customers. And it's right that Mr C should be careful about answering security questions when he had no idea who was asking them. And the caller was asking Mr C to give this information while on a hands-free set in his car with a passenger present.

It's not our role to look at NewDay's business practises. But I can look at how this issue has affected Mr C. He still wants to open an Amazon credit card account but he wants to know that any calls he receives about his application are genuine. I agree with the adjudicator that NewDay could have done more to help with the application. Cancelling it after one call was unhelpful.

I also agree with the adjudicator that NewDay should pay Mr C £75 compensation. Taking into account everything I've seen, I think that's fair in the circumstances.

**my final decision**

My final decision is that NewDay Ltd should pay Mr C £75 compensation.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 1 March 2018.

Margaret Hughes  
**ombudsman**