

## **complaint**

Mr Y complains Vanquis Bank Limited took too long to credit a payment to his account. He says it blocked his account in the meantime causing him stress and inconvenience.

## **background**

In August 2015, Mr Y paid £483.17 towards his Vanquis credit card. He says when he checked his bank statement, he didn't recognise the payment. So, he told his bank to recall it. When he realised his mistake, he told his bank to re-send the payment in late September. But, Vanquis didn't credit his account until late November 2015. In the meantime, it blocked his account. He says he needed the card during this time for living essentials.

Vanquis says when Mr Y's bank re-sent the payment, it didn't do so in the usual way. So, it says it didn't go towards Mr Y's account, it went into a holding account. It says it credited the money to Mr Y's account on 26 November. Vanquis acknowledges the inconvenience. It apologised, credited Mr Y's account with £200 compensation and waived a £12 charge.

The adjudicator says he appreciates Mr Y was caused inconvenience and wasn't able to use his card for almost two months. But, he thinks Vanquis has compensated Mr Y fairly.

Mr Y says he would have been happy with £200 compensation. But, he says the money Vanquis paid was only a refund of charges. He says he hasn't had any compensation.

## **my findings**

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

There's no dispute Vanquis made a mistake. It acknowledged it should have re-credited the money to Mr Y's account sooner than it did. The question for me to consider is whether Vanquis paid Mr Y compensation for the stress it caused him. Or, whether it simply refunded charges it added to the account when it was withholding Mr Y's payment.

I've considered Mr Y's bank statements and listened to some calls between Mr Y and Vanquis. I don't think Vanquis dealt with his complaint well. But, I'm not here to punish it. I'm here to look at what it did wrong and how it should put things right.

Vanquis paid Mr Y £150 on 25 October 2015. It says this is compensation for the trouble caused. But, it didn't pay this as a lump sum. Instead, it credited a number of small "refund" payments to Mr Y's account, which add up to £150 in total. So, I can fully understand why Mr Y thinks these are just refunds of charges. But, I don't think that's the case.

Mr Y was given the £150 payment when he called to complain about Vanquis' delays and poor handling of his payment. Vanquis says the advisor in the customer services team could only pay money into Mr Y's account by way of a "refund". I've considered Mr Y's statements, and I'm satisfied Vanquis didn't charge him £150 in fees between September and November 2015. So, I'm clear the £150 payment it made on 25 October was a compensation payment, and not a refund, despite what his statement shows.

In addition to the compensation, I've seen Vanquis refunded other charges to Mr Y's account which it hasn't referred to so far. From looking at his statements, I've seen Vanquis charged Mr Y £60.44 in November 2015. But, I note it refunded £60.41 on 26 November 2015. So, I'm satisfied Mr Y had a refund of charges during the time he couldn't use his card, as well as the compensation payment.

Mr Y says he spent around £52 on phone calls to Vanquis trying to sort things out. And Vanquis paid him £50 compensation on his January 2016 statement. So, I'm satisfied he's been compensated for the cost of the calls he made.

Taking all things into consideration, I don't think Vanquis dealt with Mr Y's complaint well. And, I don't think it properly explained the compensation it was paying him. But, I'm satisfied it compensated him £200 as well as refunding £60.44 charges and also waiving £12. So, I don't require it to do any more.

### **my final decision**

My final decision is I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr Y to accept or reject my decision before 20 May 2016.

Loucia Kyprianou  
**ombudsman**