

complaint

Mr E complains that Bank of Scotland plc (trading as Halifax) closed his current account. He wants the account opened and compensation.

background

Mr E told us Halifax closed his current account after receiving information from other banks and the Credit Industry Fraud Avoidance System (CIFAS). Mr E said it did this without warning. Mr E said he had no access to money, couldn't buy food or address outstanding loans. He said his business was on the verge of being closed down.

Our adjudicator didn't recommend that the complaint should be upheld. She thought Halifax was entitled to rely on information from other banks and recorded on the CIFAS database. She didn't think it needed to give Mr E any warning of the closure.

Mr E replied that he was in dispute with CIFAS and it was unfair that his account had been closed based on information that wasn't proven.

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 can understand that the closure of the account has caused Mr E considerable inconvenience and upset. But I'm afraid that I can't uphold his complaint. This is for much the same reason as our adjudicator has already stated. I'll explain why.

Halifax is entitled to close accounts and withdraw services after review when it receives warnings from CIFAS. Mr E has told us of concerns raised by another bank. I can see that Halifax has relied on information recorded on CIFAS. So I can't say it did anything wrong in closing Mr E's account.

Mr E said Halifax didn't give him reasonable notice of the closure. But I also think Halifax hasn't done anything wrong in this. I think it's entitled to close an account immediately without warning.

my final decision

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

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

Phillip Berechree
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