

complaint

T, a limited company, complains that Barclays Bank PLC closed its bank account without giving the reason why.

background

The adjudicator did not recommend that the complaint be upheld. Barclays had given T the appropriate notice period before the account was closed. Its decision was a commercial one and it could not be compelled to explain this any further.

T did not agree and said, in summary, that Barclays was hiding behind the terms and conditions. T said it could not comply if it did not know which condition it had breached.

my findings

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

The adjudicator has set out the issues in this complaint and I agree with what he's said. There are circumstances in which Barclays could have closed the account immediately. Here it provided a notice period. This suggests that it made a commercial decision that it no longer wanted to operate an account for T. So I'm afraid I can't find it's acted unfairly or require it to explain its reasons.

my final decision

My decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask T to accept or reject my decision before 11 April 2016.

Michael Crewe
ombudsman