

complaint

Mr W complains about how National Westminster Bank Plc conducted his personal account.

background

Mr W says that NatWest increased the interest rate on his overdraft facility without any notice and then cancelled this facility all together. He further complains that it went on to close his account without any reason.

When he complained to NatWest, it told him that in relation to these aspects of his complaint, it had not done anything wrong. It made separate admissions in relation to a second complaint which Mr W has with this service.

So, the complaint was looked at by an adjudicator at this service.

Our adjudicator told Mr W that he did not think that he (Mr W) had been caused any loss by NatWest's actions. He explained that NatWest was entitled to make its own decision as to who was allowed to bank with it. This was not something that this service could or would challenge.

And whilst our adjudicator agreed that there was no notice of the rate increase on Mr W's overdraft facility, he could not see that Mr W was disadvantaged by this. So, effectively, no compensation was due. It was also noted that the facility remained in place until the account closure in late 2015.

But Mr W was not happy with the adjudicator's findings and asked for an ombudsman's decision.

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 have to start by telling Mr W that I will not be upholding this complaint and so, will not be awarding the compensation which Mr W feels is appropriate in this case.

closure of account

Our adjudicator is right – it is not for this service to question who the bank accepts or retains as a customer. These are decisions entirely at the discretion of the bank. So, whilst I accept that as customers we may want to know, we are not always provided with an explanation. So, I cannot say that NatWest has done anything wrong in this respect.

overdraft facility

Mr W seems to accept that he did not use this facility after the rate had increased but should nonetheless be compensated. But it is difficult to see what loss he has suffered. It is accepted that NatWest did not provide any notification of the increase to Mr W. So had he continued to use the facility, unaware of the increase, he may be entitled to an award. I cannot see anything to suggest that this is the case here.

Furthermore, I have not seen anything to suggest that Mr W's overdraft facility had been withdrawn *before* his account closure.

my final decision

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr W to accept or reject my decision before 3 May 2016.

Shazia Ahmed
ombudsman