

complaint

Mr O complains that the interest rate on his credit card with Vanquis Bank Limited is too high and the charges it has applied are unfair. He wants Vanquis to reduce the interest rate it charges him and refund the fees and charges he's paid.

background

Our adjudicator didn't think the complaint should be upheld. Vanquis explained the interest rate to Mr O over the phone when he applied for his credit card and it gave him these detail in his welcome pack. The adjudicator said Mr O had agreed to the terms of the credit card agreement and had used the credit facility. He'd incurred charges when the required monthly payments had been made late, and when he'd gone over his credit limit. Vanquis had already refunded 11 late payment fees to Mr O's account and the adjudicator thought this was fair.

Mr O didn't accept the adjudicator's findings. He didn't think the interest rate reflected the changes in the Bank of England base rate and general low interest rates.

my findings

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. Having done this, I've reached the same conclusions as the adjudicator.

Mr O was given the details of the interest rate of his credit card when he applied for it. Vanquis has said that it does review these interest rates when an account is operated within the card terms and conditions.

It had charged Mr O a fee each time he exceeded his credit limit and when his payments weren't made before their due date. Vanquis refunded 11 late payment fees back to Mr O's account in mid 2015, and I don't think it needs to do any more than this to resolve Mr O's complaint.

my final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr O to accept or reject my decision before 29 December 2016.

Cathy Bovan
ombudsman