

The complaint

Mr C complains that he can't make payments to his credit card company online anymore following changes Bank of Scotland plc has made to its security processes. Mr C complains that Bank of Scotland plc doesn't call him on his landline to make sure these payments - which he says are the only ones he's makes online that are for over £100 - aren't fraudulent in line with its new security processes.

What happened

Mr C has a current account and a debit card with Bank of Scotland and a credit card with another business. He doesn't own a mobile phone, but he does have a landline.

In August 2021 Mr C spoke to Bank of Scotland several times to say that he was having problems making online payments with his debit card - including making a payment towards his credit card balance. Bank of Scotland initially said that it could see what the problem was and that it had fixed it. Bank of Scotland later accepted that it didn't fix the problem and offered Mr C £25 in compensation. Bank of Scotland said that the payments he was trying to make were being flagged by its systems meaning someone from its fraud department should have contacted him to check the payment was genuine.

Mr C didn't accept Bank of Scotland's offer of compensation. He says he's still having problems making payments online towards his credit card. He says that no-one calls him when he tries to make a payment online and that he ends up having to call Bank of Scotland and make the payment over the telephone. He complained to us.

One of our investigators looked into Mr C's complaint and said that Bank of Scotland hadn't acted unfairly as it had offered to compensate him for the inconvenience he'd experienced and had offered an alternative way to authenticate that didn't involve a mobile phone - namely landline authentication. Mr C disagreed saying that the problem hadn't been fixed and that Bank of Scotland weren't calling him - as it had said it would - when he wanted to make payments of over £100. He also said that he still couldn't make payments of over £100 online. He asked for an ombudsman to look into his complaint.

Having looked into Mr C's complaint, I issued a provisional decision saying that I was satisfied that Mr C was still having problems authenticating payments to his credit card using his landline. I also said I was satisfied that Bank of Scotland plc hasn't got to the bottom of why Mr C was having these problems, and whether they were because of a problem at its end, the credit card company's end or Mr C's end. So I required Bank of Scotland to get to the bottom of why Mr C was having problems authenticating payments to his credit card company and to let me know the outcome when it replied to my provisional decision.

What I've decided - and why

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

In my provisional decision, I said I was minded to award Mr C £300 in compensation in

addition to requiring Bank of Scotland to get to the bottom of the problems he was having. Both parties accepted my provisional decision. More importantly, following further exchanges I've had with Bank of Scotland, both parties have confirmed that Mr C is now able to successfully authenticate using his landline.

As both parties have accepted, and I'm satisfied that the problems Mr C was having have now been resolved, I'm going to require Bank of Scotland to pay £300 in compensation in full and final settlement of this complaint.

Putting things right

In my provisional decision, I said I was minded to award Mr C £300 in compensation and I wanted to make sure Mr C's problems were resolved. Both parties were happy with that as a resolution. So, I'm satisfied that's how to put things right in this case.

My final decision

My final decision is that I require Bank of Scotland plc to pay Mr C £300 in compensation now that it's resolved the problems that he was having authenticating.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 14 December 2022.

Nicolas Atkinson
Ombudsman