

The complaint

Mr L complains Lloyds Bank PLC declined his savings account application and closed the account.

What happened

The facts which led to Mr L bringing his complaint to our service are well known to both parties, so I am not repeating them in full here.

In summary, Mr L applied for a savings account with Lloyds on 2 October 2023. He was asked to attend branch with photo Identification which he did.

Mr L received a letter on 4 October 2023 saying they would be closing his account following the secondary checks the bank had made.

Mr L complained to our service. Our investigator said Lloyds had done nothing wrong by declining to give Mr L an account. He said he couldn't share the reasons with Mr L.

Mr L disagreed; he said it was unfair that his account had been closed when he had made an effort to go to branch. He asked for a final decision, so the complaint has been passed to me to decide.

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.

I've decided not to uphold Mr L's complaint. I'll explain why.

Lloyds has important legal and regulatory responsibilities to meet when providing accounts to customers. As part of the account opening process Lloyds have to carry out further checks like for example identity checks and other checks. As a result of these further checks Lloyds decided not to offer an account to Mr L. This was a commercial decision which Lloyds were entitled to make

- It's generally for banks to decide whether or not they want to provide banking facilities to any particular customer. Unless there's a good reason to do so, this service won't usually say that a bank must offer an account to a customer. That's because Lloyds can choose who they want to be their customer.
- I've seen what Lloyds considered when they looked at Mr L's application and I think they have acted fairly.
- I know Mr L had to go into branch with his documents which was inconvenient. But I'm satisfied Lloyds were following their process for opening an account when they did this.

- Lloyds doesn't have to give Mr L a reason for not giving him a savings account.

I know Mr L is upset because he thought he would get an account, but I've looked at everything and I don't think Lloyds have done anything wrong in refusing his application.

My final decision

For the reasons stated above I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 31 July 2024.

Esperanza Fuentes
Ombudsman