

## **The complaint**

Mr M is a sole trader, trading as L. He complains that errors made by the provider of his card terminals meant his business L couldn't take card payments for almost a month, leading to losses of almost £12,000.

Barclays Bank Plc (trading as Barclaycard) later explained that it was accepting responsibility for this complaint. I have therefore considered whether Barclaycard should pay compensation to Mr M.

## **What happened**

At the beginning of November 2022, Mr M had an existing contract with Barclaycard which allowed him to take payments from plastic cards. He also had an existing card terminal from a terminal provider (which was not Barclaycard).

L's merchant identification number (MID) was closed on 26 November 2022, with the result that L was no longer able to take card payments. The matter was not resolved until 18 December 2022.

Mr M complained to his terminal provider. It said it was not responsible for the losses he had suffered, and referred him to Barclaycard.

I issued a provisional decision on this complaint in February 2024. I explained why I thought Mr M's financial losses were around £6,000 (rather than the £12,000 he had claimed). I also said I intended to order Barclaycard to pay him £6,000 to compensate him for financial loss, and an additional £500 to compensate him for inconvenience and reputational damage.

Barclaycard and Mr M both accepted my provisional findings. Neither of them asked me to take any additional comments into account.

## **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.

Having done so, I have come to the same conclusions as I did in my provisional decision, for the same reasons. I now confirm those provisional conclusions as final.

## **Putting things right**

As I said in my provisional decision, I think it is obvious that the error in respect of the MID closure caused L to suffer financial loss. Taking into account the financial information and other evidence Mr M provided, I think an award for £6,000 for financial loss would be fair and reasonable.

In addition, I think this issue caused Mr M significant inconvenience as well as reputational damage. He had to make many calls to resolve the matter, and may have lost some customers. I consider that £500 is appropriate for these non-financial losses.

### **My final decision**

My final decision is that I uphold this complaint against Barclays Bank Plc (trading as Barclaycard). I order it to pay Mr M (trading as L) £6,500.

Under the rules of the Financial Ombudsman Service, I'm required to ask L to accept or reject my decision before 12 April 2024.

Laura Colman  
**Ombudsman**