

The complaint

Mr K complains that he wasn't sent his monthly account statement and needed to chase Advanced Payment Solutions Limited trading as Cashplus Bank on several occasions.

What happened

The details of this complaint are well known to both parties. So I won't repeat them again here. The facts aren't in dispute, so I'll focus on giving my reasons for my 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.

Having done so I've come to the same conclusions as the investigator for these reasons:

- Cashplus Bank has accepted that there was a delay in sending the March 2024 statement to Mr K. It says this was an internal technical issue that impacted a number of its customers. Cashplus Bank upheld Mr K's complaint about the delay and offered him £50 in compensation.
- I've considered if this level of compensation was reasonable in the circumstances, and I don't think it was. I say this because Mr K was without his statement for over two weeks, and I'm satisfied his inconvenience was more than just annoyance. Mr K chased Cashplus Bank on a number of occasions, and he says he wasn't able to get the information he wanted to put him at ease about any payments he needed to make.
- Mr K didn't agree with the investigator's recommendation of £100 compensation. He felt that the distress and inconvenience caused to him merited a higher compensation award. I've considered the impact that Mr K has said, and I don't doubt he was worried about the situation. But I don't think this issue impacted Mr K to the degree where he entirely stopped using his account because of the concerns he said he had.
- Mr K has said that he was concerned about making purchases as this may have meant they required immediate payment but looking at his transaction history I can't say that Mr K was prevented from or stopped using his account in a different way to what he was already doing. So while I appreciate it would have been frustrating and concerning not knowing exactly when the cut off might be, I'm not persuaded it significantly impacted Mr K's usual use of the account.
- I've listened to the calls and while initially the Cashplus Bank advisers weren't able to provide Mr K with the statement or information he needed, they did provide him the relevant information within a week of him highlighting the issue with his statement. I say this because after being provided this information, on 20 March 2024, Mr K made a payment similar to what his new balance was on his March statement.

- So I'm satisfied that he was able to get some information about what payments he needed to make, and by when. I'm satisfied by his actions that he was given enough information about any payments he needed to make to avoid any charges or additional interest on the account.
- So overall I think the £100 compensation recommended by the investigator is fair and reasonable in the circumstances of this complaint for the distress and inconvenience caused to Mr K.

My final decision

For the reasons mentioned above, I uphold Mr K's complaint against Advanced Payment Solutions Limited trading as Cashplus Bank.

Advanced Payment Solutions Limited trading as Cashplus Bank should pay Mr K £100 in compensation for the distress and inconvenience caused.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr K to accept or reject my decision before 6 August 2024.

Jag Dhuphar
Ombudsman