

The complaint

Mr S complains that Barclays Bank UK Plc closed his account without notice.

What happened

Mr S had a current account with Barclays. In or about February 2023 Barclays carried out a review of the account. Having done so, it decided that it no longer wished to keep Mr S as a customer. It wrote to him on 17 February 2023 to tell him that it was closing his account with immediate effect. Mr S was able to withdraw the funds from the account before it was closed.

Mr S complained to Barclays about the action it had taken. It thought that it had acted in line with the account terms – that is, it had been entitled to close the account in the way that it did.

Mr S didn't agree and referred the matter to this service. One of our investigators considered what had happened and issued a preliminary assessment. The investigator didn't recommend that the complaint be upheld. He concluded that Barclays had closed the account in line with the account's terms and conditions. He also noted that Mr S had expressed concern that Barclays had loaded a negative marker against his name, but was satisfied that it had not in fact done so.

Mr S did not accept the investigator's assessment and asked that an ombudsman review the case.

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.

It is generally for a bank to decide, as a matter of its own commercial judgment, whether to provide, or to continue to provide, banking services to any individual. Unless there is a very good reason to do so, this service won't usually tell a bank that it should open, keep open or re-open an account.

Further, a bank does not usually have to explain in detail the reasons behind a decision to close an account.

The terms of Mr S's account allowed Barclays to close it without notice in certain circumstances. I have considered carefully the reasons for the bank's decision in this case. Having done so, I am satisfied that it was within its rights to act as it did and that it did not treat Mr S unfairly by closing his account.

I am also satisfied that, as Barclays says, it did not load any negative markers against Mr S's name.

My final decision

For these reasons, my final decision is that I do not uphold Mr S's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 18 June 2024.

Mike Ingram
Ombudsman