

The complaint

Mr B complains that HSBC UK Bank Plc unfairly closed his accounts.

What happened

Mr B says HSBC closed his accounts in December 2023. He says that is unfair and would like compensation as well as an apology for what took place. Mr B says one of the accounts was overdrawn and that HSBC will not speak to him about this.

HSBC says it's entitled to close Mr B's accounts in line with account terms and conditions. It says it gave Mr B appropriate notice and hasn't made a mistake or acted unfairly.

Mr B brought his complaint to us, and our investigator didn't uphold the complaint. The investigator thought HSBC was entitled to close the accounts in line with account terms and conditions.

Mr B doesn't accept that view and says he would like HSBC to refund two disputed payments. He would like to know why the accounts were closed.

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 overall view that I don't uphold this complaint. I make clear to Mr B that I can't consider the complaint about the disputed transactions in this decision. And that this complaint is about HSBC closing Mr B's accounts.

I have looked carefully at HSBC's account terms and conditions which Mr B would have agreed to when the accounts were first opened. Those terms and conditions make clear that HSBC can close an account by providing two months' notice. I can see that HSBC did give Mr B two months' notice in December 2023 and so I don't think HSBC made a mistake or acted unfairly by deciding to close Mr B's accounts.

I don't think HSBC is obliged to provide any further details to Mr B about the reasons for the closure due to the type of accounts he held. I appreciate one of Mr B's accounts may have been overdrawn but as Mr B knows an overdraft is repayable on demand. So I don't think it matters that one account may have been overdrawn as HSBC is entitled to ask for the money be repaid.

Overall, I'm satisfied that HSBC is entitled to end its business relationship with Mr B by providing appropriate notice which I think it did. It follows that I can't fairly recommend HSBC apologise to Mr B or pay the compensation he would like.

My final decision

My final decision is that I don't uphold this complaint.

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

David Singh
Ombudsman