

## The complaint

Mr P complains that Barclays Bank UK PLC trading as Barclaycard misled him about the need to make minimum payments before he completed a 0% balance transfer to his credit card.

## What happened

Mr P has held a credit card with Barclaycard for some time. In June 2024 Mr P took Barclaycard up on a 0% interest balance transfer promotion until April 2026. Mr P's explained that he read the *Things I need to know* information provided by Barclaycard but there was no mention of minimum payments remaining due during the promotional period. Mr P went on to transfer £400 from another credit card to Barclaycard on 28 June 2024 and was charged a balance transfer fee of £11.20.

On 4 July 2024 Barclaycard issued a statement that advised the outstanding balance was £345.27 and a minimum payment of £10.35 would be collected by direct debit on 29 July 2024. Between 25 July 2024 and 5 August 2024 Mr P made manual payments towards the outstanding balance totalling £195.02 and on 29 July 2024 Barclaycard collected the direct debit payment of £10.35. That left an outstanding balance of £139.90.

On 6 August 2024 Barclaycard issued a statement that said the outstanding balance was £139.90 and a minimum payment of £5 would be collected by direct debit on 2 September 2024. Mr P made manual payments between 2 September 2024 and 4 September 2024 totalling £65.90 and the minimum direct debit of £5 was collected on 2 September 2024. That left an outstanding balance of £69.

On 5 September 2024 Barclaycard issued a statement that said the outstanding balance was £69 and that it would collect a minimum payment of £5 on 30 September 2024.

Mr P complained to Barclaycard at the beginning of August 2024 as he didn't think it had made the requirement to make minimum payments during the promotional period clear in the information it provided before he decided to proceed. Mr P's explained that when he spoke with a complaint handler at Barclaycard they agreed the information provided was unclear.

Barclaycard issued a final response on 7 August 2024 but didn't uphold Mr P's complaint. Barclaycard advised that a monthly minimum payment is always due when there's a balance held on the account. Barclaycard confirmed accounts that were subject to balance transfers weren't excluded from this requirement. Barclaycard said promotional information confirmed that the promotional interest rate would be lost if minimum payments weren't maintained.

An investigator at this service looked at Mr P's complaint. They weren't persuaded that Barclaycard provided misleading information or had made a mistake by collecting minimum payments from Mr P during the promotional period. The investigator also noted that there was no financial loss caused to Mr P by the issues he raised.

Mr P asked to appeal and said the investigator had failed to listen to his call with the complaint handler where they accepted the information provided was misleading. Mr P also

said the information provided by Barclaycard was misleading as it had failed to advise minimum payments would be due during the promotional period. Mr P said that whilst he hadn't lost out financially, he had been misled. As Mr P asked to appeal, his complaint has been passed to me to make a 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.

I'm aware I've summarised the events surrounding this complaint in less detail than the parties involved. No discourtesy is intended by my approach which reflects the informal nature of this service. I want to assure all parties I've read and considered everything on file. I'm satisfied I don't need to comment on every point raised to fairly reach my decision. And if I don't comment on something, it's not because I haven't considered it. It's because I've focused on what I think are the key issues. My approach is in line with the rules we operate under.

When Mr P agreed to proceed with the balance transfer promotion he was an existing credit card customer with Barclaycard. That means Mr P was already subject to the credit card's existing terms and conditions that he was required to accept before the account could be opened. I've looked at the credit card's terms and conditions to see what they say about minimum payments. The terms say:

*Monthly payment – We'll send you a monthly statement to tell you what the minimum amount you need to pay is and when the payment is due.*

*You must pay at least your minimum payment in sterling by the due date shown on your statement every month. Remember – if you only make your minimum payment each month it'll take longer and cost more to pay off your balance. You can always choose to pay more.*

Having read the terms and conditions that applied to Mr P's credit card at the point he took the balance transfer promotion, I'm satisfied there's nothing that says Barclaycard would stop collecting a minimum payment during a promotional period or that Mr P wasn't required to continue making them.

Mr P's provided screen shots of the *Things I need to know* information provided by Barclaycard before he took the promotional interest rate. The section Mr P has forwarded says:

*When will I pay interest? - When your promotional period ends*

*If you haven't paid off the amount you transferred when your promotional period ends, we'll move it to your standard balance and charge interest on it at your standard rate. If you can, aim to pay off your balance transfer within your 0% offer period to avoid paying us interest.*

Having looked at Mr P's account statements, I haven't seen anything that indicates Barclaycard has failed to follow the above approach. During the promotional period, no interest has been applied to the balance transfer Mr P made. Whilst Barclaycard has continued to set out minimum payments Mr P needs to make each month, they have been used to reduce the outstanding balance, not pay interest.

I appreciate Mr P feels misled but I haven't seen any evidence that shows Barclaycard told him it would stop collecting minimum payments after the balance transfer promotion was agreed. I'm very sorry to disappoint Mr P but I haven't been persuaded that Barclaycard

misled him or treated him unfairly by collecting minimum payments during the promotional period.

Mr P's told us that a complaint handler he discussed his case with agreed with him and confirmed Barclaycard had given misleading information. I should explain that I have to focus on the information Mr P was given *before* he took the decision to complete the balance transfer as that's what he's complaining about. So the contents of Mr P's call with the complaint handler don't impact my overall decision which focuses on the information Barclaycard gave him before he agreed to proceed with the promotional interest rate.

Barclaycard recently provided us with a copy of Mr P's call with its complaint handler so I've been able to listen to it. During the call, the complaint handler confirmed the minimum payment remained due during the promotional period. The complaint handler apologised on Barclaycard's behalf and said feedback would be provided to try and make the information clearer in the future. They also accepted the information Mr P sought wasn't particularly clear but advised the details about minimum payments were available on Barclaycard's website and in the terms of the credit card.

I also think it's fair to say Barclaycard escalated Mr P's complaint after he asked for a final response. When Barclaycard completed its full investigation a final response was issued. The final response set out the outcome Barclaycard reached for Mr P's complaint and confirmed its view he wasn't given misleading information and that no error was made by collecting minimum payments. So whilst I accept a complaint handler initially agreed with some of the points Mr P made, I'm satisfied Barclaycard went on to fully investigate his complaint and issued its final response that confirmed why it wasn't upheld.

I'm very sorry to disappoint Mr P but as I haven't been persuaded that Barclaycard misled him, made a mistake by collecting minimum payments during the promotional period or treated him unfairly I'm not upholding his complaint.

### **My final decision**

My decision is that I don't uphold Mr P's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr P to accept or reject my decision before 19 December 2024.

Marco Manente  
**Ombudsman**