

The complaint

Mr N complains that Lloyds Bank PLC (Lloyds) were unreasonable to ask him to repeat information and that they misinformed him about interest due on his account.

What happened

Mr N contacted Lloyds a few times in January 2024. He wanted to know what he needed to pay and when. He complained to Lloyds as he said it shouldn't have been necessary for them to ask for the last four digits on his card again. He said they already knew that information from the chats he'd had. When Lloyds responded to his complaint, they also tried to explain how interest was calculated but Mr N said that led him to worry that interest would be charged on his next statement, and that wasn't the case.

Lloyds apologised for any confusion that may have been caused about the interest. They explained that it wasn't unreasonable to ask for the last four digits again as it was important they considered the right account. They didn't think there was cause to pay Mr N compensation.

Mr N didn't agree but when he referred his complaint to this service our investigator thought Lloyds had been fair and she didn't think they needed to take any action.

Mr N asked for a decision by an ombudsman.

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 know it will disappoint Mr N, but I'm not upholding this complaint. I'll explain why.

I've read and considered the whole file, but I'll concentrate my comments on what I think is relevant. If I don't comment on any specific point, it's not because I've failed to take it on board and think about it but because I don't think I need to comment on it in order to reach what I think is the right outcome.

I don't think it was unreasonable for Lloyds to ask for the last four digits of Mr N's card again. It was a new chat, and I can understand they would want to clarify which product it related to. I don't think they made a mistake in doing so or that any compensation is merited.

Their explanation of how "trailing interest" is applied was a little cumbersome but no interest was due, and I think the distress and inconvenience caused was, therefore, minimal.

In the circumstances, I don't think Lloyds were unreasonable when they refused to pay any compensation. I'm not asking them to take any further action.

My final decision

For the reasons I've given above, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr N to accept or reject my decision before 20 December 2024.

Phillip McMahon
Ombudsman