

complaint

Mrs S complains that NewDay Ltd will not send her a cheque for the credit balance on her account.

background

Mrs S had a store card which was taken over by NewDay in 2014. The business wrote to Mrs S and told her that there was a credit balance of £1.90 and asked her to provide her bank details so a bank transfer could be arranged. Mrs S does not want to provide her bank details and asked for a cheque to be sent. NewDay explained that it does not have the facility to send a cheque.

Our adjudicator did not recommend that the complaint should be upheld. Following the involvement of this service NewDay agreed to send Mrs S the cash which the adjudicator considered was fair and reasonable. Mrs S did not agree and responded in summary to say that she should have interest on the amount and compensation for the aggravation.

my findings

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint.

NewDay does not have the facility to send Mrs S a cheque. Its process is to refund the money by way of a bank transfer. I don't think it is unreasonable for NewDay to ask for Mrs S's bank details. I can appreciate that Mrs S does not want to give her bank details to NewDay so I think that the offer to send her the cash is also reasonable given the very small amount of money involved.

I can see that the annual statement sent to Mrs S in 2010 showed the credit balance and Mrs S did not ask for it to be returned until relatively recently. Because of the time that has passed there is no information about how the credit balance arose. I don't think that it is reasonable to ask NewDay to pay interest on the money or provide compensation to Mrs S. NewDay was prepared to refund the money by way of a bank transfer or cash. I don't think it is reasonable or proportionate to award compensation for any inconvenience in bringing this complaint because of the small amount of money involved. I can't say that NewDay has done anything wrong and so I don't uphold this complaint. I will leave it to Mrs S to decide whether she wishes to accept the £1.90 in cash or allow NewDay to donate it to a charity.

my final decision

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I am required to ask Mrs S to accept or reject my decision before 10 July 2015.

Emma Boothroyd
ombudsman