

## **The complaint**

Mr F complains that TSB Bank Plc unfairly closed his account. He'd like an apology, an explanation and compensation for the stress.

## **What happened**

Mr F held accounts with TSB. In March 2022 they wrote to him to let him know they'd be closing his accounts in two months' time. He complained to the bank, saying he was shocked by the decision. He said he'd been with TSB for many years and felt he had been treated with no respect.

TSB responded to say they didn't think they'd done anything wrong. They said their terms allowed them to close an account with 60 days' notice, so they'd acted in line with these. They did not disclose any reason for the closure.

Mr F's accounts closed in May 2022.

Unhappy with this Mr F referred his complaint to our service. One of our investigators looked into it but didn't think TSB had done anything wrong. Mr F remained unhappy, saying he wanted to know the reason for the closure. He thought he may have been discriminated against by TSB.

As no agreement could be reached the complaint has been passed to me to decide.

## **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.

Generally, it's up to banks who they want to have as consumers, just as consumers usually have a choice of who they bank with. Our service wouldn't generally ask a bank to change or justify a legitimate commercial decision if it has been made in line with the agreed terms of the account.

The terms of Mr F's TSB accounts say that they can close an account for any reason, so long as they provide 60 days' notice. This is in line with the relevant regulations around payment accounts. This is generally to allow consumers time to find banking facilities elsewhere.

In this case I can see that the closure letter was issued over 60 days in advance of the account closure. I can also see that Mr F contacted TSB about the closure shortly after, which tells me the notice was received and understood. I can also see from his statements that the account was used up until it was closed – so wasn't subject to any blocks or restrictions that would have prevented him accessing his funds during the notice period.

There's currently no obligation on banks to let consumers know why they've closed an account, and in this case TSB have declined to discuss this further with Mr F. But our service

can receive certain evidence in confidence, such as TSB's reasoning. It wouldn't be appropriate for me to detail this in full here. But having considered this carefully, I'm satisfied that the reasons TSB have given are reasonable and closure is a proportionate response. I've not seen any evidence to suggest this was down to any of Mr F's personal characteristics, but rather that it was a legitimate commercial decision TSB are entitled to make.

I appreciate this will be disappointing to Mr F, and I understand his desire to know more. But TSB haven't treated him unreasonably or unfairly. As such, I can't reasonably ask them to do anything further.

### **My final decision**

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr F to accept or reject my decision before 8 November 2023.

Thom Bennett  
**Ombudsman**