

The complaint

Ms U complains that Bank of Scotland plc trading as Halifax closed her account.

What happened

Ms U says Halifax closed her Help to Buy savings account. She says she was told it was due to the number of refund requests she made, which she says were justified. Ms U says she would like compensation for the closed account and says she can't now open a similar account elsewhere.

Halifax says it's entitled to close an account by providing two months' notice. It says it wrote to Ms U on 28 July 2022 telling her the account would close in October 2022 and that she could have transferred the money to a similar account within that time.

Ms U brought her complaint to us, and our investigator didn't uphold it. The investigator thought Halifax was entitled in line with account terms and conditions to close the account by providing two months' notice.

Ms U doesn't accept that view.

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 have looked carefully at Ms U's account terms and conditions which she would have agreed to when the account was first opened. Those terms and conditions make clear that Halifax can close an account by providing two months' notice. I can see that Halifax wrote to Ms U in July 2022 before closing the account over two months later in October 2022. So, I'm satisfied Halifax acted in line with those account terms and conditions and was entitled to close the account. It follows that I can't fairly order Halifax pay Ms U compensation as she would like, in circumstances where I'm satisfied it didn't make a mistake or act unfairly.

I have looked at Halifax's records and think it was entitled to reach the decision it did about Ms U's account in these circumstances. I can see that Ms U is aware of what may have been the reasons behind the closure and think it's up to Halifax to decide on such matters. The important point is that Halifax gave Ms U notice of the closure, which would have allowed her some two months to make alternative arrangements and open a similar type of account elsewhere.

Overall as I find Halifax was entitled to close Ms U's account and provided appropriate notice, then I can't fairly order it do anything in the circumstances of this complaint.

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 Ms U to accept or reject my decision before 31 July 2023.

David Singh
Ombudsman