

The complaint

Mr R complains that Tesco Personal Finance PLC trading as Tesco Credit Card didn't apply a promotional interest rate to his credit card when he asked it to.

What happened

The facts of this complaint are well known to both parties, so I won't repeat them again here in detail. I'll focus on giving my reasons for my decision.

In summary, Mr R felt he applied for a balance transfer with a promotional rate of 0% p.a. and a fee of 3.9% in December 2022. A short while later Mr R noticed that the 0% rate wasn't applied to the balance he had transferred, and he was being charged interest on the balance. He contacted Tesco to resolve the issue but he wasn't able to do so and so he complained.

Tesco considered his complaint but didn't think it has acted unfairly and didn't think it was unreasonable in not applying the 0% interest rate. As Mr R remained unhappy, he referred the complaint to our service.

Our investigator didn't uphold Mr R's complaint. She said that Mr R had made the transfer online in his banking app in December 2022, but Tesco had confirmed that there was no promotional offer attached to that balance transfer. As she felt there was no promotional offer attached at the time of the transfer, she didn't think Tesco had made any errors in applying the interest to the balance transfer in line with its terms and conditions of the account.

Mr R didn't agree and asked for an ombudsman to make a final 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.

Tesco have told us that no promotional offer was available on Mr R's account when he completed his balance transfer in December 2022. Tesco say when it offers existing customers a promotional balance transfer offer it will normally send out an email to the customer informing them of the promotion.

Tesco have sent us internal records showing the promotional offers available to Mr R. I can see there is a limited time to accept the offers. While Mr R feels he had an offer available, the records provided by Tesco show there wasn't a 0% promotional offer available in December 2022 at the time he completed the transfer.

We asked Mr R to provide us with any evidence from when he made the balance transfer to show he was taking a 0% promotional offer. Mr R did provide us some screenshots from his banking app, but these show a promotional offer which needed to be taken by 2 June 2023 and was to last until his March 2024 statement. I can also see this offer on the records

provided by Tesco, but this isn't related to the offer he said he took out in December 2022.

I appreciate Mr R will be disappointed with my decision but in the absence of any evidence from Mr R showing that the offer was available in December 2022, I'm unable to conclude that Tesco have made an error in how they have handled the balance transfer request from him. While Tesco have since sent Mr R promotional interest free offers, those would apply to balance transfers made during the offer period, with no mention that they could be backdated. So it follows that I don't require Tesco to do anything further.

My final decision

For the reasons mentioned above, I don't uphold Mr R's complaint

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr R to accept or reject my decision before 15 January 2024.

Jag Dhuphar
Ombudsman