

The complaint

Miss G complains that Tesco Personal Finance PLC trading as Tesco Bank blocked her card and told her that her data had been compromised but won't inform her of how her information was compromised or by who.

What happened

In August 2023 Tesco Bank informed Miss G that in order to prevent fraud it had blocked her card and was issuing a replacement.

Miss G contacted Tesco Bank to query this. Tesco Bank informed Miss G that it had received information that her details had been potentially compromised and that it needed to cancel her card.

Miss G asked for further information about how this had been discovered and who was involved. Tesco Bank said it couldn't provide this information.

Miss G raised a complaint. She was unhappy that the information she'd asked for hadn't been provided.

Tesco Bank didn't uphold the complaint. It said it didn't hold any further information.

Miss G remained unhappy and brought her complaint to this service.

Our investigator didn't uphold the complaint. She said that Tesco Bank had frozen the account to protect Miss G from fraud and that this had been done in line with the terms and conditions of the account.

Miss G didn't agree. She said it still wasn't clear to her why Tesco Bank thought her account had been compromised.

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 understand that Miss G has concerns about how her details were compromised.

Tesco Bank has provided this service with an explanation of why it took steps to block Miss G's card. It has said that it did this as a precaution, not because there was an actual compromise or data breach. Tesco Bank has stated that it uses internal models to assess cards that could be at risk of having been involved in a compromise. This is done by comparing activity at certain merchants and taking into account confirmed fraud rates at certain merchants. Tesco Bank has explained that because it identified a potential compromise using its internal analytics, it isn't able to disclose the merchant's identity because there is no confirmation of an actual compromise.

I understand that Miss G has genuine concerns about her card being compromised and that

she wants further information. However, the internal model used by Tesco bank is part of its fraud monitoring process. This service isn't able to ask a business to change its processes. Only the Financial Conduct Authority can do that.

I'm satisfied that Tesco Bank has followed its processes correctly and I haven't seen anything to suggest that it has applied those processes unfairly to Miss G.

Based on what I've seen, I'm unable to say that Tesco Bank has made an error or treated Miss G unfairly. I won't be asking Tesco Bank to do anything further.

My final decision

My final decision is that I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss G to accept or reject my decision before 23 April 2024.

Emma Davy
Ombudsman