

## **Complaint**

Miss C is unhappy that Nationwide Building Society (“Nationwide”) closed her account.

## **Background**

In May 2021, Nationwide took the decision to close Miss C’s account with immediate effect. Miss C was unhappy with this and complained however Nationwide didn’t uphold the complaint. As Miss C remained dissatisfied, Miss C referred the matter to our service.

One of our adjudicators looked into Miss C’s concerns. She didn’t think that Nationwide had done anything wrong or treated Miss C unfairly and so didn’t recommend the complaint be upheld. Miss C disagreed and so the complaint was passed to an ombudsman for a final decision.

## **My findings**

I’ve considered all the available evidence and arguments to decide what’s fair and reasonable in the circumstances of this complaint.

As our adjudicator explained to Miss C, a financial institution is generally under no obligation to continue offering an account to a consumer if it doesn’t wish to do so. I know that Miss C is unhappy that Nationwide closed her accounts. However, each bank has its own criteria and risk assessment for deciding whether to open (or close) accounts and providing a customer with an account is a commercial decision that a bank is entitled to take.

So I’m satisfied that Nationwide had sufficient grounds to close Miss C’s account and as such its decision to do so wasn’t unfair in the circumstances. I realise that Nationwide’s decision will have been very disappointing to Miss C. And I can appreciate why the closure of her account will have caused her inconvenience. But despite this, I’m simply not in a position to be able to tell Nationwide it should have continued offering Miss C an account in circumstances where it legitimately decided it no longer wishes to bank with her.

Equally, while Miss C is unhappy that that her account was closed without notice, I’ve reviewed Nationwide’s actions and I’m satisfied that it acted in line with the terms and conditions of her account when taking the action it did.

So overall and having considered everything, I don’t think that Nationwide has acted unfairly or unreasonably towards Miss C and I’m not upholding this complaint. I appreciate this will be very disappointing for Miss C. But I hope she’ll understand the reasons for my decision and that she’ll appreciate why Nationwide was entitled to close her accounts in the way that it did.

## **My final decision**

For the reasons I’ve explained, I’m not upholding Miss C’s complaint.

Under the rules of the Financial Ombudsman Service, I’m required to ask Miss C to accept

or reject my decision before 9 August 2023.

Jeshen Narayanan  
**Ombudsman**