

## **The complaint**

Mr P complains that Barclays Bank UK PLC won't allow him to deposit a travellers cheque with them that was issued by them several years earlier.

## **What happened**

Mr P says that roughly 15 years ago he was issued a travellers cheque by Barclays. As Mr P didn't use it on the trip he took he kept the travellers cheque. As he doesn't intend to use it now he tried to deposit it back to his Barclays account, but they told him they don't handle travellers cheques in the currency the cheque was in. Mr P made a complaint to Barclays.

Barclays did not uphold Mr P's complaint, so he brought his complaint to our service. Our investigator did not uphold Mr P's complaint. She said Barclays confirmed that they stopped taking the currency the travellers cheque was in and this would've been a commercial decision that we don't have the power to change. Mr P asked for an ombudsman to review his complaint. He said he doesn't accept that Barclays can renege on a formal obligation, by simply changing a policy and he wanted his complaint looked at as a question of fair treatment.

## **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'd like to explain to Mr P that it is not within this service's remit to tell a business how to run their processes or procedures such as which travellers cheques in which currency to accept. It would be the role of the regulator – the Financial Conduct Authority, who have the power to instruct Barclays to make changes to their policies and procedures, if necessary.

I've considered what Mr P has said about Barclays reneging on a formal obligation. But I'm not persuaded by this. Their obligation was to issue the travellers cheque in the currency Mr P asked them to. And they did this. They are not obligated to accept the travellers cheque back a considerable number of years later, when they made a business decision not to accept travellers cheques in the currency that Mr P's travellers cheque was issued in. As travellers cheques have no expiry date, then Mr P's travellers cheque would still be valid. So although he is unable to deposit this with Barclays, it appears via a quick online search that there are other places he may be able to deposit his travellers cheque in the currency it was issued in, so he may wish to explore these options. But as Barclays have not made an error here, it follows I don't require Barclays to do anything further.

## **My final decision**

I do not uphold this complaint.

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

Gregory Sloanes  
**Ombudsman**