

## **The complaint**

Company C is unhappy Tide Platform Ltd closed its business account.

Company C is being represented in this complaint by Mr C, a director of Company C.

## **What happened**

In late February 2023 Tide explained to Mr C that it was carrying out a review of Company C's account. During this process Tide asked Mr C for more details about the day-to-day activities of Company C and documents to support its recent business activities.

In late March 2023 Mr C provided Tide with the information it required, and upon review Tide informed Mr C that it would not be able to provide an account for Company C any longer. Tide provided 60 days for Mr C to transfer funds and make other arrangements before the account closed.

Mr C raised concerns about the account closure, explaining that Company C had been a customer for a few years and there had never been any issues with the account. Tide explained that it had acted in line with the account terms and conditions and that it didn't need to provide a more detailed explanation to Mr C.

Dissatisfied with Tide's handling of the matter, Mr C referred his complaint to our service. Mr C explained that Tide had failed to provide a clear explanation about the account closure, and he would like the account to remain open. An Investigator reviewed the complaint and found that Tide had acted reasonably in the circumstances and didn't recommend Tide keep the account open.

Mr C remained unhappy, so the complaint has been passed to an ombudsman for 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.

Having done so, I think that Tide closed Company C's account in line with the relevant terms and conditions and I don't think it needs to do anything further. I'll explain why in more detail.

The starting point for the closure, are the account terms and conditions. Tide's terms don't say they have to give a reason when they decide to close an account. Just as if a consumer wants to close their bank account and move elsewhere, they don't have to provide the bank with a reason. In general banks can make the commercial decision that they no longer want to provide banking services for any reason they see fit. It also doesn't have to be one specific reason – it could be due to multiple issues or considerations.

In this case Tide haven't given Mr C a specific reason for the account closure. Ultimately, Tide is under no obligation to give any further details. I understand Mr C's frustration, as he

says Company C has been a customer for years and there has never been any previous issues with the account. As part of my review, I have asked Tide to share its rationale behind the closure. Although I am unable to share this with Mr C, I can assure him that the closure is reasonable and based on Tide's overall risk appetite. I can't see anything within the rationale which persuades me Tide has acted unfairly towards Company C.

I can also see the closure was carried out after further details were gathered from Mr C and considered by the review team. Mr C was also given 60 days to make alternative arrangements. Mr C says the closure means he will incur a significant additional tax liability. Mr C has been given adequate time to seek the relevant advice about what to do with funds within the account, and I don't think it would be reasonable to hold Tide liable for any additional costs he may incur.

I know this will not be the outcome Mr C was hoping for and he will be disappointed with the decision I've reached. But I hope my decision provides some clarity around why I won't be asking Tide to take any further action.

### **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 C to accept or reject my decision before 10 January 2024.

Chandni Green  
**Ombudsman**