

The complaint

Mr S complains about the interest Barclays Bank UK PLC trading as Barclaycard charged despite clearing most of the balance. He would like the interest charged refunded.

What happened

The details of this complaint are well known to both parties so I won't repeat them again here, instead I will focus on giving the reasons for my 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 have reached the following conclusions:-

- I appreciate Mr S's frustration at being charged interest on his Barclaycard account and at the level of interest. However, although Mr S made a significant payment to his account he didn't clear the full balance. As a result interest accrued. I have looked at the terms and conditions for Mr S's account. These make it clear that unless the full balance is cleared interest will be charged. The terms and conditions also explain how interest is calculated. I have seen nothing to lead me to conclude that Barclaycard hasn't correctly applied interest according to its terms and conditions. On that basis I can't reasonably ask Barclaycard to refund the interest on the account.
- I have noted, as a gesture of goodwill, Barclaycard has refunded £140.92. Mr S has told us that this was due to not logging his initial complaint. From the information Barclaycard has provided it appears it was unable to find any evidence of a previous complaint being made. I don't know if a complaint was made but not logged but if so I have seen nothing to say this is why this payment was made. However, whatever the reason for this payment I don't feel I have any grounds to ask Barclaycard to provide further compensation as I have seen no evidence of a mistake on its part.

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 Mr S to accept or reject my decision before 12 February 2024.

Bridget Makins
Ombudsman