

Your ref: PHO- [REDACTED]
Our ref: SA



1 June 2015

Case reference: PHO- [REDACTED]
You'll need this if you get in touch with us

Dear [REDACTED]

Thank you for bringing this issue to our attention and for being so patient whilst I have been investigating your complaint.

Your Complaint and Outcome

My understanding of your complaint is that you felt unhappy with the packaged account because you felt you had to take out a packaged account in order to obtain an overdraft facility with the bank, you also felt the account benefits were not suitable for your needs as the costs of the account outweighed the benefits of the account. You were also not told about any conditions that could affect your travel insurance and you were not offered a fee free account at the point of sale.

Having considered all the information, I am sorry I am unable to agree with the complaint in this instance.

My Investigation

Upon investigation I can confirm that your account was firstly opened on 16 September 2004 as an Advantage Gold account and has since being retained as a packaged account.

Having fully reviewed your complaint, I would like to inform you of the Bank's decision that your complaint falls outside of the time limit appropriate for making complaints of this nature. The banks complaint rules set time limits for customers to refer complaints to the Bank. After these time limits have passed, the Bank can reject the complaint on the grounds that it is outside reasonable time limits.

Our Regulator's Dispute Resolution rules place a responsibility on customers to raise any concerns about past transactions within a reasonable period of time. A complaint should therefore be raised within six years of the event or, if later, three years from the date on which you first became aware (or ought reasonably to have become aware) you had cause to complain.

We recognise that it is important to remind our customers of the benefits provided by the account, so that they can make full use of them and assess over time whether the account continues to meet their needs. As outlined above, the package account was opened on 16 September 2004 and I can confirm

that you were sent the Advantage Gold account review letter on 29 July 2009 which was sent to [REDACTED] as this was the address we held for you in 2009. The Review Letter reminded you of the benefits provided by the account, highlighted the costs of the packaged account and explained the terms and conditions. In addition to the information sent on 29 July 2009, we sent you review letters on 30 March 2010 and 18 January 2013 which also detailed the benefits and costs of the packaged account.

We believe it is reasonable to assume that you had sufficient knowledge and opportunity to raise any concerns about your account when this was received. If you had any issues you could have raised them sooner.

Based on the information available, we are not aware of any exceptional circumstances which may explain why it has taken more than three years from when you were sent the relevant literature to raise the complaint with us.

In the circumstances, I believe that our Regulator's Dispute Resolution Rules apply to the concerns raised regarding your account. I am therefore unable to consider your complaint further as, in our view these issues should have been raised by 29 July 2012 at the latest.

If you are dissatisfied with our response, you may refer the complaint you have made to the Financial Ombudsman Service for independent adjudication. If you wish to do so, you must do so within six months of the date of this letter. We enclose a copy of the Financial Ombudsman Service's standard explanatory leaflet.

If there is anything further that you would like to bring to my attention that has not already been considered or if anything mentioned is incorrect, you can speak to me or a member of my team on 0800 161 5133 between 8am and 6pm, Monday – Friday. Calls may be recorded

If you have a hearing or speech impairment you can call us on Minicom 0800 917 0527. You must have Minicom facilities to use this service.

Yours Sincerely,



Solomon Abiola
Customer Care Team
Encl. Financial Ombudsman Leaflet