

Complaint number 202400403

On 28 August 2024, you submitted a complaint about the PRA.

1. On 25 August 2024 you submitted a complaint to the Bank of England's complaint department, managed by the Prudential Regulation Authority (PRA) about Bank A.
2. You allege you experienced fraudulent and criminal behaviour on your Bank A account. Your specific issue is about your Bank A account you opened in New York and the difficulties you experienced with this account which was eventually frozen. You say the Bank of England gives Bank A permission to locate its Headquarters in London and operate in the UK and worldwide so it should be responsible for regulating it. You feel the Financial Ombudsman Service (FOS) does not seem to have the process to deal with your case as it only deals with other European Countries.
3. The PRA excluded your complaint. The PRA said in the first instance you should direct your complaint to Bank A, particularly Bank A USA given that you had an account with a New York branch of Bank A. It provided a link to the Bank A website about how you could raise a complaint. This website provides clear information about which US regulators oversee Bank A USA, and it is to them that you should complain. It also included details about the FOS explaining that it may not be able to help you directly but might be able to guide you to the right organisation to help you.
4. You say the PRA sent you Bank A contacts which were not accessible. The link that was sent to you provided three different ways you could raise a complaint and provide feedback to Bank A. This included access to the Bank A chat function, a Bank A based postal address and a Bank A US telephone number. You provided examples that the Bank A chat function was not accessible to you and you were never sent a pin for online banking. Any issues connected to you not being able to contact Bank A need to be raised with Bank A directly. The

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PRA was trying to be helpful by providing contact details about Bank A US contact. If you have not already, you may wish to try calling or writing to Bank A using the details provided in the link.

5. As your concerns and complaint relate to your US Bank A account, you may want to contact the Federal Reserve which is the Central Bank of the United States. You may also wish to share with them any communications issues you have been experiencing such as the Bank A chat function not being accessible to you. You can contact the Federal Reserve regarding your complaint against Bank A here: [File a Complaint | Federal Reserve Consumer Help](#)
6. For the reasons above, your complaint is excluded. And there is no further help that can be offered to you under the Complaints Scheme.

The Complaints Commissioner

Complaints Commissioner

23 October 2024