

Virgin Money UK plc

From: Colin Garland  
*Director, Remedies, Business and  
Financial Analysis*

22 June 2021

Dear Sir/madam

**Virgin Money UK plc (Virgin Money) breach of the Retail Banking Market Investigation Order 2017 in relation to Transaction Histories**

I am writing to you on behalf of the CMA concerning Virgin Money's breach of the [Retail Banking Market Investigation Order 2017](#). This breach has affected 220 former customers of Virgin Money, who should have received a Transaction History when their personal current account (PCA) or business current account (BCA) was closed but did not. This breach lasted from 1 January 2020 to 11 February 2021.

**The breach**

Virgin Money has breached Article 20.6.2 of the Order, which requires all Transaction Histories to be sent within 40 days of the PCA or BCA being closed (unless an exception applies). Virgin Money identified that the product code for its new Virgin Money Current Account, launched at the end of 2019, was not incorporated into the table of products which drive the outputs for the Transaction History process. As a result of this error, no Transaction History was sent to a number of these former customers, in that 13 month period. Therefore, the 40-day requirement has been missed for all 220 affected customers.

Virgin Money notified the CMA of this breach on 1 February 2021 as part of its annual compliance report for 2020.

**The CMA's concerns**

The requirement for current account providers to provide transaction history data to customers who had their accounts closed is an important element of our reforms introduced following the [Market Investigation](#). This measure, in combination with other parts of our reforms, were designed to make switching between current

accounts easier for consumers. We found that some consumers were concerned that, by moving to a new current account provider they would lose access to their banking history, which is often required by lenders when offering credit. The Order requires banks and building societies to provide each customer whose current account has been closed with a full Transaction History, so that consumers should not be worried that switching will make access to credit difficult. Failure to comply with the Order could make it difficult for former customers to obtain credit.

### **Virgin Money has taken action to put things right**

I am pleased that Virgin Money has taken steps to end the breach, prevent a recurrence and to put things right for affected former customers. Virgin Money has:

- ended the breach on 11 February 2021. This was done by adding the appropriate product code into the parameters which drive the outputs for the Transaction History process
- confirmed that all impacted customers will receive their Transaction Histories unless they choose to opt out. In any case affected customers retain the right to request their Transaction History over the 5 years from the account closure
- committed to putting procedures in place to prevent a recurrence
- amended the change in its management process and procedure guide to support the deployment of all new products into its Customer Transaction History extract process. This is to ensure new product codes are introduced going forward.

### **CMA assessment and next steps**

Given the action already being taken by Virgin Money, the CMA does not consider it appropriate to take further formal enforcement action in relation to this breach. The CMA will monitor the resolution of this breach and Virgin Money's future compliance closely.

Yours sincerely

Colin Garland  
*Director, Remedies, Business and Financial Analysis*