

The complaint

Mr C complains that Barclays Bank UK PLC didn't transfer his cash ISA to another bank as requested and didn't provide him with an explanation as to why this hadn't happened.

What happened

Mr C wanted to transfer his cash ISA to another bank. In March 2022, Barclays received an electronic request from the other bank but says the date for the transfer fell outside of its limits and so the transfer was rejected. Mr C says that he had requested the transfer take place in March 2022 on the date the ISA matured, not a date in May as Barclays had stated.

Our investigator issued a view saying she didn't think that Barclays was wrong to reject the transfer based on the information it had provided about the timing and so she didn't recommend that Mr C was reimbursed any loss of interest. However, she didn't think Barclays had provided the service it should have noting that it was unable to answer Mr C's initial questions about the transfer and didn't contact him as promised. She thought Mr C had been caused unnecessary distress and inconvenience and recommended that Barclays pay him £100 because of this.

Mr C didn't agree with our investigator's view. He raised a complaint with the bank which he had tried to transfer his ISA to and received a response saying that the details from Mr C's request were extracted and provided electronically to Barclays with no manual input. It confirmed that Mr C had requested the funds be transferred after maturity / notice being served. It said this was the information provided to Barclays.

Our investigator provided this new information to Barclays. It still believed it had acted correctly but due to the conflicting findings it offered to cover the loss of three months' worth of interest.

Mr C accepted Barclays' offer to cover the three months of interest but said that given the additional time he had spent raising a complaint with another bank he thought the amount of compensation should be increased from £100.

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.

I can understand why Mr C is upset by the service he received when trying to transfer his ISA funds. This should have been a straightforward process but instead his transfer was rejected, and he was then caused distress and inconvenience trying to understand what had gone wrong.

The evidence provided in this case is conflicting but based on Mr C's testimony and the comments about the information included in his transfer request form, I accept that Mr C had asked for his funds to be transferred on maturity. Information provided by Barclays shows that the maturity date stored was 17 March. So, while I note there was a further date of 27

May recorded, it isn't clear where this came from, and based on the information provided by the receiving bank I think it reasonable to accept that the request was made for a transfer on maturity. It then took time for the issue with the transfer to be understood and Mr C says he lost out on three months of interest. On balance, given the evidence provided I find it fair that Barclays refunds the lost interest as it has offered.

Our investigator noted the service issues that Mr C experienced when he was trying to understand the issue with his transfer, and she recommended that he be paid £100 compensation. I can understand why Mr C thinks additional compensation should now be provided as he needed to raise a complaint with another bank to get further evidence regarding the date issue. However, in this case, I think the £100 recommended by our investigator is reasonable for the service issues Mr C experienced. While I appreciate Mr C raised a separate complaint, I also note that Barclays had investigated the issue and still believes it acted correctly. Therefore, while I note the additional time Mr C has spent on this issue, I think the offer of refunding his interest alongside the £100 compensation is a reasonable resolution to this complaint.

Putting things right

Barclays Bank UK PLC should pay Mr C the lost interest as it offered as well as £100 compensation for the service issues Mr C experienced.

My final decision

My final decision is that I uphold this complaint. Barclays Bank UK PLC should take the actions set out above in resolution of this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 12 December 2022.

Jane Archer
Ombudsman