

The complaint

Mr M complains that Lloyds Bank PLC failed to credit his account with the full amount after issuing a receipt for cash deposited in a branch.

What happened

Mr M visited a branch of Lloyds to make a cash deposit. He didn't know the exact amount he was depositing at the time and when the cash was counted by the cashier using the till called a Teller Cash Recycler (TCR), he was told the amount was £1320. Lloyds issued a receipt for this amount and Mr M left the branch.

Mr M explained that later that day he was checking his account and noticed only £1020 had been credited by the bank, not the £1320 recorded on his receipt. Mr M went back to the branch and asked them about the difference.

Lloyds explained that the TCR hadn't been working properly at the time Mr M deposited his cash and a manual count of some of the cash had been counted twice by the TCR, resulting in the amount being inflated by £300.

Mr M believed Lloyds had made an error and he should be credited the full amount they issued the receipt for. Lloyds checked the balance on the tills and couldn't find an error that would account for the loss of the £300. They believed that the branch cashier who'd served Mr M had made a mistake when they'd counted the money and the problem with the TCR had resulted in Mr M being given a receipt that wasn't accurate.

Mr M made a complaint to Lloyds about what had happened, and this was investigated by their complaints team who declined to change their position. Mr M brought his complaint to the Financial Ombudsman Service for an independent review. Mr M told our service that the excess cash was linked to a debt he owed a friend, but he also said it could have been cash related to employee's salaries.

Mr M's complaint was looked into by one of our investigators who thought the evidence showed that Lloyds had made a genuine error and they were correct when they only credited Mr M's account with £1020.

Mr M disagreed with the investigator's outcome and asked for a further review of his complaint. Mr M argued that the receipt he was issued hadn't been taken into account.

Mr M's complaint has now been passed to me and I issued a provisional decision where I said:

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

When Mr M went to the bank, he wasn't sure what funds he was depositing, so it's difficult to say exactly what he had when he handed it over to the cashier. It seems apparent to me that the process adopted in the branch didn't work very well and that's because Mr M's cash

seems to have been counted twice when the receipt was produced.

Having looked at the evidence sent in by Lloyds, there does appear to have been some discrepancies after Mr M deposited his funds, but nothing that could explain the £300 difference.

Lloyds explanation that £300 was counted manually before the machine then recounted the whole amount does appear to be what happened. The till was eventually balanced with the assistance of the branch manager, so I think at that point the records of what was in the tills was likely to be accurate.

Mr M has explained that he left the branch and only noticed the difference some time later that day when he had to return to the branch. Looking at the timing of the incorrect deposit, the receipt and then the updated deposit, they happen with a few minutes of each other. I haven't seen any evidence that Lloyds attempted to contact Mr M about the difference at the time, or later that day. I don't think Mr M was given very good service here.

Firstly, his deposit was incorrectly dealt with. The way it was counted and then corrected left him with the impression that Lloyds had failed him. There also doesn't currently appear to be any evidence that Lloyds attempted to contact Mr M about the deposit – even though their records indicate it was known there was a problem less than two minutes after the receipt was issued to Mr M.

It only seems to have come to Mr M's attention when he checked his account later that day. So, I think that Lloyds customer service was lacking. They dealt poorly with the deposit, issued an incorrect receipt and didn't appear to have attempted to contact Mr M about it – waiting for him to notice it and return to the branch.

Whilst I think it's likely that the cash counted was subject to an initial error, and the final tally was probably the correct amount, the way Lloyds dealt with the deposit was lacking. I'm currently intending to instruct Lloyds to pay Mr M £100 for the impact the poor service he received when depositing his funds and the additional time he had to take to deal with the problem.

I invited Mr M and Lloyds to give me any more evidence and information they wanted me to consider before issuing my final decision. Both parties accepted my provisional 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, and as both parties accepted my provisional decision, I see no reason to reach a different conclusion. So, this final decision confirms the findings set out in my provisional decision.

Putting things right

To pay £100 to Mr M for the poor service he experienced.

My final decision

My final decision is to uphold this complaint in part. Lloyds Bank PLC are instructed to pay

Mr M £100.

For the avoidance of any doubt, I do not uphold Mr M's complaint about the amount he deposited.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 19 August 2022.

David Perry
Ombudsman