

The complaint

Mrs G complains about how Prisma Dealers Ltd dealt with foreign payment transactions.

What happened

Mrs G says she made two transfers to her foreign account for £2,000 and £3,000 using Prisma. She says the first transaction was eventually received in the intended account in November 2021, but the second payment hasn't been received. Mrs G would like her money refunded and says Prisma has refused to speak to her.

Prisma says the first payment was made on 8 November 2021 and the second on 23 November 2021. It accepts the amounts Mrs G wished to transfer of £2,000 and £3,000. Prisma says the order was blocked abroad due to compliance problems and it needed documents from Mrs G.

Mrs G brought her complaint to us and our investigator upheld the complaint. The investigator thought it clear the money was paid to Prisma and the first payment was made. But only part of the second payment was made by Prisma. The investigator didn't think Prisma had provided any evidence of a request for information from Mrs G and recommended the balance of the payment be refunded to her with 8% simple interest added from 1 November 2021 until payment.

Prisma hasn't replied to the investigator's view or provided any further information.

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 I have come to a similar view to that of the investigator.

I have looked carefully at Prisma's limited records that it has provided us with as well as the receipts Mrs G has provided. There is no dispute here, as both parties accept, the intended payments were £2,000 and £3,000. But I can see from Prisma's records and from Mrs G's bank statement abroad that not all of the £3,000 was transferred. I'm satisfied that Prisma was responsible for transferring the full £3,000 and didn't do so. I appreciate Prisma says the block was applied abroad but I can't see any evidence that it ever sent the full amount. And I have not seen any evidence that the payment in part was held pending further checks abroad. Prisma's records appear to show only part of the second payment was made.

I accept that Prisma must comply with its regulatory duties which can include on occasions requesting further information from its customers. But I have not seen any evidence that Prisma ever made such requests or what they may have related to.

I'm satisfied that Mrs G made the two transfers in good faith and relied on Prisma to make both transfers to her foreign account. I am also satisfied that some of the money was transferred but the second payment appears to have been about £2,000 less than it ought to

have been. No doubt Prisma will know the exact amount. I don't think Prisma has explained what took place or has provided us with an explanation about the retention of some of the money or why.

Putting things right

It follows that Prisma should refund the money to Mrs G which I have said is about £2,000. And I accept Mrs G has been without her money since about November 2021. Prisma should pay 8% simple interest on that refund until the payment is made to Mrs G from 1 November 2021. If His Majesty's Revenue and Customs require any taxation be deducted from that refund, then it should provide Mrs G with a certificate showing that deduction.

My final decision

My final decision is that I uphold this complaint and order Prisma Dealers Ltd to refund Mrs G the balance of the payment as set out above and order it to pay interest on it as set out.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs G to accept or reject my decision before 21 December 2022.

David Singh
Ombudsman