

The complaint

Mr W complains that MoneyGram International Limited (MoneyGram) returned two payments he wanted to send abroad but only refunded one. He would like the second payment refunded along with compensation. He would also like MoneyGram to be fined

What happened

The details of this complaint are well known to both parties so I won't repeat them again here, instead I will focus on giving the reasons for my 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 I have reached the following conclusions:-

- Mr W has said that, as part of the redress he seeks, he would like MoneyGram to be fined. I need to make it clear to Mr W that it's not in our remit to fine businesses. We look at individual complaints to see if something has gone wrong, and if so, to find a suitable solution.
- There is no dispute that MoneyGram didn't make the two payments. As I understand it the first payment couldn't be made due to an error with the recipient's surname. That money was returned to Mr W. However, MoneyGram declined to make the second payment for security reasons. I do understand Mr W's frustration as the payment was genuine. However, if MoneyGram had concerns about a potential fraud scam which seems to have been the case here I don't think it was unreasonable to not make the payment as it was acting in Mr W's best interests..
- I understand Mr W has now received the money back for the second payment. But this was after input from our investigator. MoneyGram has told us the refund was always available. Mr W said he couldn't get a refund as when he tried to do so local offices in his area said they weren't trained to issue refunds. Mr W hasn't evidenced this but given he successfully obtained the first refund he would have been aware of the process to do so. it wouldn't be in his interests not to get the refund so I am persuaded he tried but wasn't able to do so. I agree with our investigator that MoneyGram could have been more proactive in facilitating a refund for Mr W
- I think our investigator's suggestion of £100 compensation for the delay in Mr W getting the second refund is fair in the circumstances.

My final decision

My final decision is that I uphold this complaint.

In full and final settlement MoneyGram International Limited should pay Mr W £100 compensation for the distress and inconvenience

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr W to accept or reject my decision before 14 February 2023.

Bridget Makins
Ombudsman