

## **The complaint**

Mr A complains J.P. Morgan Europe Limited trading as Chase (Chase) unnecessarily delayed three payments from his savings account without giving him a plausible explanation why.

## **What happened**

Mr A says he holds an instant access savings account with Chase and over a period between 2 June 2022 and 7 June 2022 it delayed three payment requests to bank accounts he held with other providers. Mr A says while he accepts banks may from time to time carry out certain checks, he can't understand, and has received no explanation why these three separate checks were undertaken by Chase.

Mr A believes there is an issue with Chase's system and processes and additionally the delays have resulted in him not being able to make an investment when he wished, which has left him financially disadvantaged. Mr A is also unhappy with Chase's complaints process, and he feels it needs to be reviewed. Mr A is looking for an apology from Chase, a detailed explanation why the payments were delayed and compensation for the loss he says he's incurred.

Chase says it has apologised for the delay in processing the payments, but it is unable to divulge its processes and procedures when undertaking security checks but offered to pay Mr A £40 for the inconvenience.

Mr A wasn't happy with Chase's response and referred the matter to this service.

The investigator looked at all the available information and partially upheld the complaint. While the investigator didn't feel Chase needed to share its internal processes when dealing with fraud prevention, it had taken longer than it should to have processed the payments. The investigator wasn't persuaded the delays contributed to the intended share purchase but felt Chase should pay Mr A an additional £100 for the inconvenience it caused.

Mr A didn't agree with the investigator's view and asked for the matter to be referred to an ombudsman for a final 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 will be partially upholding this complaint and I will explain how I have come to my decision.

I can understand it would have been frustrating for Mr A to have payment requests from his savings account referred for fraud checks by Chase.

When looking at this complaint I will consider if Chase acted reasonably when it delayed Mr A's payment requests and if it should provide him with a more detailed explanation as to

what exactly triggered those payment referrals. Additionally, I will consider if Chase's actions were the sole reason why Mr A's planned share investment didn't go ahead at the time he wanted it to.

While I understand Mr A isn't happy with Chase's complaints process, it's not the role of this service to scrutinise Chase's complaints process or to tell Chase how it should deal with complaints more widely. While I understand Mr A doesn't feel Chase have dealt with his complaint in the way he wishes – my role is to look at what's fair and reasonable in the individual circumstances of a complaint and that's what I will do here.

I have been provided with information from both parties and it's clear that Mr A attempted to make three payments between 2 June 2022 and 7 June 2022 from his instant access savings account with Chase.

The first of these for £14,007.21 was requested on 2 June 2022 at 15.20 to another banking provider and was referred for fraud checks, and the payment was released at 15.49. The second payment request for £19,000 was made on 6 June 2022 at 22.58 to a different banking provider and was again referred before being released at 10.14 the next morning, following a telephone verification. The third payment request of £6,050 was made on 7 June 2022 at 10.49 and wasn't processed until 19.53 the following day.

The first thing to say here is Chase like all banks are entitled to refer payments if it has any security concerns and it's worth saying, although he may not agree, these measures are also in place to protect customers like Mr A. I understand Mr A wants Chase to provide him with a detailed explanation as to what triggered these referrals on his bank account, so he can take measures to prevent this reoccurring going forward. But that isn't something I can tell Chase it must provide as this is its security process and considered to be potentially sensitive business information. It's reasonable to say any information regarding what sits behind such security measures becoming more widely known, could be seen to undermine the process here.

With that in mind and looking at the timeline of the payments, I'm not persuaded that the first two payments were overly delayed especially given the second payment was made close to midnight so verification the following morning wouldn't be unreasonable here. I can see the third payment for £6,050 wasn't released until later the following day and it took longer than usually expected and explained as part of a backlog by Chase. For the reasons I have already given I am satisfied Chase acted fairly when it referred these payments for fraud checks.

That said I can't see that the referral of these payments contributed solely to Mr A not making his £50,000 share investment at the time he wished. Furthermore, more generally it wouldn't be possible for me to be certain that any payment Mr A made to the other banking providers would have then been made by those two banks on time, to meet the share price Mr A was hoping to achieve. It's fair to say share prices are subject to regular fluctuations throughout the day.

Having said that Chase have accepted it has caused some inconvenience to Mr A and accepted the investigator's view and agreed to pay an additional £100 in compensation, making a total of £140, and I am satisfied that is fair and reasonable here.

While Mr A will be disappointed with my decision, I won't be asking anymore of Chase other than the compensation it has already offered.

### **Putting things right**

I instruct J.P. Morgan Europe Limited trading as Chase to pay Mr A an additional £100 in compensation bringing the total amount to be paid to £140.

### **My final decision**

My final decision is that I uphold this complaint.

I instruct J.P. Morgan Europe Limited trading as Chase to pay Mr A an additional £100 in compensation bringing the total amount to be paid to £140.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 20 February 2023.

Barry White  
**Ombudsman**