

The complaint

Miss S complains Wirecard Card Solutions Limited failed to return her funds after they decided to close her account.

What happened

The details of this complaint are well-known to both parties, so I won't repeat them again here. The facts aren't in dispute, so I'll 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 considered everything, I've reached the same conclusions as our Investigator, for these reasons:

- Wirecard's decision to close Miss S' account hasn't been disputed, so my decision will focus on the return of Miss S' funds.
- Miss S' account was closed in early May 2019, and I would have expected the funds to be returned to her around that time. It's been disappointing to see that hasn't happened despite the time that's passed. And from what I've seen Wirecard's actions have contributed greatly to the delay Miss S has experienced. As such it's only fair they do something to put things right.
- Since Miss S' case has been with our Service, Wirecard agreed to return Miss S' funds, pay interest on that amount, and pay Miss S a total of £150 in recognition of the distress and inconvenience their mistakes and delays have caused. However, I've only seen evidence of Miss S being paid £50 of the distress and inconvenience award and interest on her funds covering the period up to 23 March 2022.
- I'm satisfied the award suggested by our Investigator is a fair resolution to this complaint. I say this because Miss S is entitled to her money back, and interest should be added to this amount to recognise her loss of use of those funds. I also consider the total award of £150 recognises the time Miss S has spent trying to co-operate with Wirecard and raising her complaint. Therefore, I consider Wirecard needs to pay the remainder of the suggested award for Miss S' financial and non-financial loss to resolve this complaint.

Given the above, I'm upholding Miss S' complaint.

My final decision

My final decision is that I'm upholding Miss S' complaint about Wirecard Card Solutions Limited.

To put things right, Wirecard Card Solutions Limited should:

- Refund the £115.71 balance from Miss S' account.
- Pay 8% simple interest per year on the £115.71 from 23 March 2022 until the date the balance is paid to her.
- Pay an additional £100 (bringing the total award for non-financial loss to £150) in recognition of the distress and inconvenience caused by their delays.

Wirecard Card Solutions Limited must pay the compensation within 28 days of the date on which we tell them Miss S accepts my final decision. If they pay later than this, they must also pay interest on the compensation from the date of my final decision to the date of payment at 8% a year simple.

If Wirecard Card Solutions Limited considers they're required by HM Revenue & Customs to deduct income tax from that interest, they should tell Miss S how much they've taken off. They should also give Miss S a tax deduction certificate if she asks for one, so she can reclaim the tax from HM Revenue & Customs if appropriate.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss S to accept or reject my decision before 11 April 2023.

Sarrah Turay
Ombudsman