

## **The complaint**

Mr L complains that TransferWise Ltd failed to credit funds into his account, provided no record of the transaction and provided poor customer service.

## **What happened**

Mr L says that he sent \$7,700 to his Wise account to cover a transfer he'd set up on 16 June 2022 for the same amount. For some reason, he says, the transfer was only for \$7,000 so Mr L says TransferWise asked him for his bank details to enable a refund. He says that even though he requested the money was added to his account, this did not happen, and he wasted time and received confusing responses from TransferWise who didn't even add a date to its final response letter. Mr L adds that he wants a record of the activities involving the additional \$700, including the charges incurred.

TransferWise said it sent Mr L a link for the refund of the excess money - \$695.86 as \$4.14 was the charge for the transfer. In the meantime, it says Mr L contacted the online chat and requested the refund to be added to the Wise account. It says he was advised to set up a further transfer request, but that its operations team could not then link the transfer to his Wise account so again requested his account details for the refund.

TransferWise said Mr L accessed the refund link on 17 June 2022 but was unsure whether to select SWIFT or SWIFT REFUND and sent an email with that question at 1.32pm. By the time TransferWise responded, at 2.45pm, Mr L had already incorrectly selected the SWIFT option. TransferWise said it responded again by 3.17pm that day and said it would contact the Operations team to look at it. It said they didn't respond until 20 June 2022 but confirmed it could offer the relinking of the refund to Mr L's Wise account if he wanted to set up a new transfer request. TransferWise said Mr L declined this so on 21 June 2022, the excess refund was sent back to Mr L, and he was told it could take five business days to arrive.

On 27 June 2022 TransferWise gave Mr L a £500 free transfer voucher when he enquired about compensation, although it accepts it didn't explain how it worked. It acknowledged that its communication could have been better, so TransferWise offered Mr L £75 and said it would refund him any fees that were applied to the \$695.86 refund if he provides evidence. Mr L says he does not accept this offer as a resolution as he has still not seen a complete record of all the transactions and the associated charges. He says it is unfair to ask him to provide evidence of the charges when TransferWise has this information, and he does not.

Our investigator considered that TransferWise's offer was fair and that it accommodated Mr L's request to have access to all the relevant information. He found that it had provided Mr L with all the transaction information, some of which was also included within Mr L's Wise account and some of which was screenshots from its internal systems.

Mr L responded to say, in summary, that he wanted all the transactions to show on his Wise account on his mobile phone app.

### **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.

Based on the evidence I've seen I can't conclude the discrepancy in the money received and the transfer amount was due to TransferWise. However, I do find that its communication and execution could have been better when it came to how it dealt with the excess \$695.86.

I accept that Mr L received confusing, and sometimes contradictory, advice, but I find TransferWise's offer of £75 for this to be fair and reasonable.

I also acknowledge that Mr L says he does not have all the information he requires in his Wise account on his mobile phone app. Whilst I don't dispute that to be the case, this service does not have the power to enforce a company to change its systems and I'm satisfied that TransferWise has now provided the requested information to Mr L.

TransferWise has also said that if Mr L can show he received less than \$695.86 into his bank account, then it would refund any shortfall. I find this to be reasonable.

### **My final decision**

My decision is that I find the offer from TransferWise to be fair and reasonable. TransferWise Ltd should pay Mr L £75, plus any fees he can show he incurred on the \$695.86 refund, as it has offered to do.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 28 March 2023.

Amanda Williams  
**Ombudsman**