

## **The complaint**

A charity which I'll call 'R' complains that Barclays Bank UK Plc didn't provide confirmation that their fixed term deposit had been completed as instructed.

The complaint is brought on R's behalf by one of their trustees, Mr L.

## **What happened**

R told us:

- They wanted to place a twelve-month term deposit with Barclays in December 2022 but didn't receive confirmation if this had been placed, and if it had, they weren't aware of the date it was placed or the rate they received.
- They can see from their online banking that the funds have debited their account but not the receiving account which has caused them concern. They haven't had this issue when placing similar deposits with other banks.
- They contacted Barclays but it didn't provide the information they wanted. The bank said a letter had been sent in December 2022, but they weren't persuaded it had.
- Barclays said it would resend the letter and offered £100 compensation, but this wasn't enough for the inconvenience caused and the confirmation still hadn't been received.

Barclays told us:

- R had spoken to the bank on 17 November 2022 to start the deposit process so it thought the charity would have been reasonably aware the rate they were likely to receive.
- R had started the deposit process on 1 December 2022, and it was completed on 6 December 2022 after Mr L had received the account terms and conditions.
- It had sent R a confirmation statement shortly after they had placed the deposit which contained the details the charity said they needed.
- It wasn't able to upload the deposit documents or make the deposit visible on R's online banking as its treasury system isn't compatible with new systems, so everything has to be done by post – as it was in this case.
- It had apologised that R hadn't received the original confirmation letter which had been sent to the charities 'statement address'. However, it had resent this to Mr L in March 2023 when the charity had called to complain. It had also apologised and offered R £100 compensation for the inconvenience caused.

Our investigator didn't recommend the complaint be upheld. She said that Barclays had sent the first confirmation statement to the charity's statement address, rather than its main address. However, it had apologised for this and offered £100 compensation which she thought was enough to put things right. She recognised if R could have seen the deposit on their online banking it would have alleviated their concerns. However, she said that R hadn't

asked the bank for any information for several months when they didn't receive the statement, and would have been reasonably aware of the deposit terms from their calls with the bank.

R didn't agree. They said that Barclays should be instructed to make this type of document available through online banking, because other banks provided it and their auditors wanted confirmation of the deposit. So they asked for an ombudsman to review their complaint and the case has been passed to me to decide.

### **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've decided not to uphold it for broadly the same reasons as the investigator.

R's complaint is at its heart, that the charity is unhappy that their online banking doesn't show the fixed term deposit when other bank's online banking does for other investments. However, Barclays have told us that it is unable to show deposits of this nature on the online banking as the systems aren't compatible. I recognise this is frustrating for R, however I can't reasonably say the bank has done anything wrong. Barclays has legal and regulatory obligations it is expected to meet when providing information to customers about their accounts. And it's a commercial decision that Barclays is able to make on how it runs its systems and processes to meet its obligations. It doesn't have to do so in the same way that a competitor does, nor can this service instruct it to do so.

I recognise that R says they were caused inconvenience because they didn't know if their deposit had been placed as they didn't get the confirmation statement (which their auditors wanted) and they aren't convinced this was sent. But I don't agree. I've seen the banks call notes which show that it called R on 6 December 2022 to discuss the T&C's which were emailed on the same day. So, I think R was reasonably aware the bank was processing their instruction – even if it hadn't been told the exact date the investment would be applied. I've also seen a copy of the statement, which has now been provided to R, and the system notes that show the statement was sent. Barclays has told us that it did send the first statement to R's statement address, rather than to Mr L. However, it has apologised that it wasn't received and sent this to R's preferred address in March 2023 as requested. I can't fairly hold Barclays responsible if this wasn't received.

Furthermore, I've also seen that the bank did try to provide confirmation of the deposit being place by phone on 8 December 2022. However, they were unable to get through. I also can't see that R attempted to contact Barclays about the confirmation statement or deposit until three months after it had been placed – in March 2023. I think it would have been reasonable for the bank to believe that R had received the original statement as it hadn't received any returned post and the charity hadn't been in contact to say otherwise. And as soon as R did contact Barclays, it immediately arranged for a copy to be sent to R.

So, based on what I've seen, I think the only error here was that the first statement could have been sent to R's main address rather than their statement address. However, I can see Barclays has apologised for this and offered £100 compensation. It's not for this service to fine or punish a business for making a mistake, and based on what I've seen I think Barclays has done enough to put things right.

### **My final decision**

Barclays Bank UK Plc has already made an offer to pay R £100 to settle the complaint and I think this offer is fair in all the circumstances. If it has not already done so, I order Barclays Bank UK Plc to pay R £100.

Under the rules of the Financial Ombudsman Service, I'm required to ask R to accept or reject my decision before 20 February 2024.

Jenny Lomax  
**Ombudsman**