

The complaint

Mr L is unhappy that Dzing Finance Ltd has unreasonably retained his money and has failed to communicate with him.

What happened

The circumstances that led to this complaint are well known to both parties, so I won't repeat them in detail here. But, in summary:

- In May 2023 Mr L sent £500 from his bank account to an eMoney wallet provided by Dzing. Mr L says the transfer failed to show up on the related eMoney app, his balance then fell to zero and the app became unavailable a few days later. He asked the app provider to return the money but it said Dzing was responsible for the eMoney account. So Mr L complained to Dzing.
- Dzing said it wasn't responsible for the app and told Mr L to contact the app provider. But it confirmed that Mr L's money had been received and said it could return the money to sender if that's what Mr L wanted. In response, Mr L asked Dzing to provide him with a full statement of his account and to return all of his money. Dzing failed to reply, so Mr L referred a complaint to this service.
- Dzing didn't reply to our Investigator's requests for information. So, in the absence of any evidence which suggested Mr L's version of events was incorrect, he recommended that the complaint be upheld. Dzing didn't reply to the Investigator, so the complaint came to me. Since then I have also made attempts to correspond with Dzing, but it hasn't replied.

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, and in the absence of any submissions from Dzing, I agree with the conclusions our Investigator reached. I am upholding Mr L's complaint for the following reasons:

- Dzing confirmed in May 2023 that it had received the £500 Mr L had sent and I've seen nothing which suggests the money has since been accessible, or returned, to Mr L. The £500 should be returned to Mr L along with compensation for being deprived of the use of that money since 1 May 2023.
- The service Dzing provided when Mr L got in touch to query the missing payment fell short. And this complaint has gone on for far longer than it reasonably should have owing to Dzing's failure to respond to Mr L's and our enquiries. Mr L should be compensated for the distress and/or inconvenience he has suffered as a result of Dzing failings.

I have set out below how I think Dzing should put things right.

My final decision

My final decision is that I uphold this complaint and instruct Dzing Finance Ltd to:

- Provide to Mr L a transaction history for his eMoney wallet from the date it was opened to the present date.
- Return £500 to Mr L along with interest calculated at 8% simple per year, from 1 May 2023 to the date the £500 is returned to Mr L.
- Pay an additional £100 compensation to Mr L in recognition of the distress and inconvenience he has been caused.

Dzing Finance Limited must pay the compensation within 28 days of the date on which we tell it that Mr L accepts my final decision.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 1 May 2024.

Ruth Hersey
Ombudsman