

## **The complaint**

Mr A complains that he was wrongly charged a transfer fee of £202.92 and interest of £30.30 when he made a transfer to a 0% offer on a credit card provided by Sainsburys Bank Plc.

## **What happened**

Mr A called Sainsburys and applied for a 0% interest money transfer offer. The agent advised Mr A that the funds would reach his account the next business day, which was after the offer had ended. The agent confirmed that Mr A would still be able to benefit from the offer, with a 2.9% transfer fee and 0% interest for 18 months.

Mr A didn't receive the funds until the day after the next business day. He noticed that he'd been charged a transfer fee of £202.92 when this should've been £147.12. Mr A complained to Sainsburys ("the first complaint"), who said that the standard transfer fee of 4% had been applied in error and that a credit of £55.80 would be applied to Mr A's account to cover the difference between the 2.9% fee and the 4% fee. Sainsburys apologised for any upset caused and paid compensation of £75.

When Mr A's monthly statement was produced later that month, he noticed that he'd been charged interest of £30.30.

Mr A complained again to Sainsbury's ("the second complaint"). He said he wanted a written apology for the mistake, the interest refunded and confirmation that he wouldn't be charged interest for the 18 month interest free period. Mr A also requested compensation of £75 for the inconvenience caused.

Sainsburys refunded the £30.30 interest charge and said it had requested for the money transfer to be applied to the 0% offer for 18 months. It apologised for any upset caused. It also credited Mr A's account with compensation of £25.

Mr A remained unhappy and brought his complaint to this service. He is seeking a further £50 compensation in relation to the second complaint.

Our investigator didn't uphold the complaint. He said the total compensation paid overall amounting to £100 was fair, and that the compensation of £25 paid in relation to the second complaint fairly reflected the trouble and upset caused.

Mr A didn't agree so I've been asked to review the complaint.

## **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.

There's no dispute that Sainsburys made some errors here. Sainsburys emailed Mr A on 16 May 2023 with an offer of 18 months 0% interest on any transfer completed before 11 June 2023 with a transfer fee of 2.9%. Mr A called Sainsburys on 10 June 2023 and was advised that his transfer would benefit from the promotion because his transfer would be completed

the next working day.

Sainsburys has explained that this information was incorrect and that the transfer would not - and did not – complete until 13 June 2023, which was outside of the promotion date. As a result, its system automatically charged a standard transfer fee of 4%.

I can see that Sainsburys upheld this part of Mr A's complaint and refunded the difference of £55.81. It also paid compensation of £75.00.

Following this, Mr A was charged interest. Sainsburys has explained that this was because the transfer had failed to attract the 0% offer. The complaint was re-opened and the interest was refunded. Compensation of £25 was paid.

I appreciate that Mr A requested compensation of £75 in relation to the interest error, and the basis on which he's brought his complaint to this service is that he wants a further £50 compensation as he's only been paid £25 compensation in relation to this aspect of his complaint.

It's not the role of this service to look at each complaint point and attribute a monetary amount to each error. The rules of this service allow me to look at complaints broadly and decide whether the compensation paid fairly reflects the impact of all of the errors and any distress and inconvenience caused.

In this case, I'm satisfied that Sainsburys has done enough to put things right for Mr M. It has apologised for the errors, refunded the difference in transfer fee, refunded interest and paid total compensation of £100. In relation to the compensation specifically, I think the total sum of £100 is sufficient to compensate Mr M for any distress and inconvenience caused by the errors which were the subject of his two complains. For the avoidance of doubt – and even though as I've said above, this service doesn't look at each error and attribute a monetary value to it – I'm satisfied that the compensation paid in relation to the second complaint is fair and reasonable and I won't be asking Sainsburys to increase the compensation or do anything further.

### **My final decision**

My final decision is that I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 24 April 2024.

Emma Davy  
**Ombudsman**