

## **The complaint**

Mr Y is unhappy that Barclays Bank UK PLC delayed the transfer of his ISA.

## **What happened**

To briefly summarise: Mr Y had a cash ISA with Barclays that was due to mature on 1 March 2023. Mr Y opened a new cash ISA with a different provider and submitted an ISA transfer request to transfer £70,000 from his Barclays ISA to the new cash ISA when his Barclays ISA matured. The new cash ISA that Mr Y opened benefited from an interest rate of 4.2%.

However, Barclays rejected the ISA transfer request because they didn't have Mr Y's signature in their records, despite Mr Y providing his signature to them when he opened the ISA. This meant that Mr Y had to visit a Barclays branch to provide a copy of his signature, which he did. But following this, the ISA transfer still wasn't processed by Barclays. Mr Y wasn't happy about this, so he raised a complaint.

Barclays responded to Mr Y and apologised for what had happened. They made a payment of £140 to Mr Y to cover loss of interest as well as payments totalling £150 as compensation for the trouble and upset that he'd incurred. Mr Y wasn't satisfied with Barclays response, so he referred his complaint to this service.

One of our investigators looked at this complaint. But they felt Barclays response to Mr Y's complaint already represented a fair outcome to what had happened. Mr Y remained dissatisfied, so the matter was escalated to an ombudsman for a final 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.

I issued a provisional decision on this complaint on 8 February 2024 as follows:

*Where a business accepts that it made an error, as Barclays have in this instance, it would be generally expected that the business would take the corrective action necessary to return their affected customer to the position they should be in, had the mistake never occurred.*

*I don't feel that Barclays have done that here. This is because, while Barclays did make a payment of £140 to cover Mr Y's loss of interest, this payment was made to Mr Y on 21 March 2023, which was before the issue was resolved. Indeed, Mr Y was only able to transfer his money from Barclays on 2 May 2023 – 42 days after Barclays reimbursed him for loss of interest on 21 March 2023.*

*Presently, Mr Y has obtained no reimbursement from Barclays for this further 42 days of loss of interest. Barclays have explained that they had asked Mr Y to provide details of the savings vehicle he transferred his money to so that they can see what rate of interest he obtained. But I feel that the rate of interest that Mr Y was able to obtain after Barclays resolved his issue is irrelevant here. Rather, it remains the case that if Barclays hadn't made*

*any mistake, then Mr Y would have been able to transfer his money to a new cash ISA which paid 4.2% interest, as he attempted to do.*

*As such, I'll be provisionally upholding this complaint and instructing Barclays to calculate the difference between the interest Mr Y obtained from Barclays and that which he should have obtained from the cash ISA benefiting from 4.2%, for the full period that Mr Y was unable to move his money – which I understand to be 1 March to 2 May 2023. Barclays should then reimburse this amount to Mr Y, minus the £140 they have already paid to him.*

*Additionally, I'm not convinced the £150 compensation Barclays have paid to Mr Y is a fair compensation amount in consideration of the upset and inconvenience Mr Y has incurred here. Accordingly, my provisional instructions to Barclays also include that they must pay a further £100 compensation to Mr Y, taking the total compensation amount to £250.*

*In arriving at this position, I've considered the impact of these events on Mr Y as well as the general framework that this service uses when assessing compensation amounts – details of which can be found on this service's website. And having done so, I feel that £250 is a fair compensation amount.*

\*\*\*

Both Mr Y and Barclays responded to my provisional decision and confirmed they were happy to accept it. As such, I see no reason not to issue a final decision here whereby I uphold this complaint in Mr Y's favour on the basis described above. And I therefore confirm that my final decision is that I do uphold this complaint on that basis accordingly.

### **Putting things right**

Barclays must calculate the difference between the interest Mr Y obtained from Barclays and that which he should have obtained from the cash ISA benefiting from 4.2%, for the full period that Mr Y was unable to move his money – which I understand to be from 1 March to 2 May 2023. Barclays should then reimburse this amount to Mr Y, minus the £140 they have already paid to him.

Additionally, Barclays must also pay a further £100 to Mr Y.

### **My final decision**

My final decision is that I uphold this complaint against Barclays Bank UK PLC on the basis explained above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr Y to accept or reject my decision before 27 March 2024.

Paul Cooper  
**Ombudsman**