

## **The complaint**

Mr A complains that Lloyds Bank PLC hasn't returned the balance from his account to him.

## **What happened**

Mr A said Lloyds closed his current account in December 2022 following an incident at its branch, since when Mr A has been trying to retrieve the funds from his account. He said this sum of £20, was put into a suspense account, and couldn't be retrieved from there. He wanted to know if other sums had been paid into his closed account.

After several months, visits to Lloyds branches and other communications, Mr A complained to Lloyds, but was told that more information was required to resolve the issue. In its response Lloyds agreed that it provided poor service and offered Mr A £80 compensation.

Mr A wasn't satisfied with this outcome and referred his complaint to our service. He described other payments that had been made to the closed account.

Our investigator initially said that Lloyds offer to refund the balance of the account and pay £80 compensation is fair. Mr A wasn't happy with this and said for the problems Lloyds had caused him he wanted £300 compensation. Mr A requested that his complaint be reviewed by an ombudsman.

## **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 have reviewed the circumstances of Mr A's complaint and can see that following the closure of his account he was caused considerable inconvenience in trying to retrieve his funds. Mr A wants his account balance returned, and 'requested a £300 compensation for all the inconveniences caused.'

Part of the reason for the time Lloyds has taken has been the review of potential payments owed to Mr A. Lloyds has confirmed the total balance of Mr A's now closed account and has offered to refund all the payments Mr A confirmed, totalling £98.21.

Mr A made many efforts to discover what happened to the missing payment. And I'm pleased that Lloyds has acknowledged that the service it provided was substandard.

I am also very pleased that Lloyds has also now offered further compensation of £220 (bringing the total compensation to £300). I can see from Mr A has told us, how stressful this complaint and the communications around it have caused him.

Our service awards compensation for the distress and inconvenience suffered when a business makes a mistake or provides poor service. The compensation offered by Lloyds is in line with the maximum we would expect to award in circumstances of prolonged frustration and inconvenience such as Mr A experienced concerning the small amount in his account.

Having considered what has happened to Mr A, I think the offer from Lloyds is fair and reasonable and gives him the opportunity to resolve his complaint and put this matter behind him. We have attempted to contact Mr A by phone, email and letter to his home address to tell him about the offer and that we think it is fair and reasonable.

Mr A hasn't responded to us, but if he now responds by accepting this final decision the compensation award will be binding on Lloyds and the complaint will close.

### **My final decision**

For the reasons I have given it is my final decision that the complaint is upheld. I require Lloyds Bank PLC to pay Mr A the balance of funds in his account together with compensation totalling £300 for the distress and inconvenience he has suffered. Lloyds may deduct from this any compensation it has already paid Mr A in respect of this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 26 June 2024.

Andrew Fraser  
**Ombudsman**