

The complaint

Mr T is unhappy that his transactions using Apple Pay which was linked to his account with Lloyds Bank PLC were declined whilst he was abroad.

What happened

Mr T experienced problems making payments whilst travelling abroad. He was using the contactless facility on his phone (Apple Pay) whilst in Disneyland without issue. However, when he tried to make a purchase in a jewellery franchise the transaction was declined more than once. This led to Mr T taking his wallet with him the following day which he'd been reluctant to do due to a fear of being pick pocketed.

On returning to the UK, Mr T tried to use Apple Pay in the supermarket, but the transaction was declined.

Mr T complained to Lloyds.

Lloyds didn't uphold the complaint. In its final response, it said there were a number of reasons why Apple Pay transactions might fail, one of which was if the purchase amount exceeded £100 (although some retailers may have a higher limit) and another was the number of transactions attempted in a 24 hour period.

Mr T remained unhappy and brought his complaint to this service. He said he believed that Lloyds were responsible for the transactions being declined and not Apple Pay. He wants compensation.

Our investigator didn't uphold the complaint. He said that there was no evidence to suggest that Lloyds were responsible for the declined transactions.

Mr T 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.

I appreciate that Mr T feels very strongly that Lloyds are responsible for the transactions being declined.

I've reviewed all the information provided. I can see that Mr T attempted a transaction for £170 on 11 February in a jewellery franchise. Lloyds has said that this exceeded the limit for Apple Pay and that it wasn't themselves who declined the transaction. I've conducted some research into Apple Pay transaction limits and I've found information which suggests that some retailers limit the Apple Pay spend to £100. I think it's likely that this was the reason for the first declined transaction. This isn't something which Lloyds has any control over.

I can see that Mr T had another transaction declined on 12 February, this time for £152. Based on what I've seen, I'm persuaded that this was declined for the same reason (over

£100).

I can also see that Mr T had a small payment to a supermarket declined when he returned to the UK. Lloyds has said that this payment was the 11th payment that day, and so exceeded the limit on the number of transactions in a 24 hour period.

Lloyds has provided information in relation to both transactions which shows that the transactions weren't declined by them, but that it was a digital policy decline, meaning that it was Apple Pay who declined the transactions.

Taking all the information into account, I haven't seen any evidence to persuade me that Lloyds has made an error here, or that it was responsible for the transactions being declined. And so whilst I appreciate that this experience has caused Mr T some distress and inconvenience, I don't think Lloyds are at fault here and I won't be asking them to pay compensation.

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 T to accept or reject my decision before 7 September 2024.

Emma Davy
Ombudsman