

The complaint

Mrs M complains Barclays Bank UK PLC treated her unfairly when it didn't send her funds, in a timely manner. She believes its actions have resulted in a financial loss and caused significant distress and inconvenience.

What happened

A summary of what happened is below:

Mrs M visited a Barclays branch with her husband, on 4 November 2023. She wanted it to send the funds held in her ISA, to an account she had elsewhere. She needed the money to redeem her mortgage and complete on a new one by 15 November. She left the branch understanding the instruction would be completed. However, the funds weren't sent as Barclays failed to provide the beneficiary account details to its ISA team.

The payment was then flagged for a security check and cancelled. Mrs M was alarmed - she couldn't understand why this should have happened as she'd gone into the branch and provided what the bank needed. Mrs M completed the verification checks and raised a complaint about this and the customer service.

Barclays eventually transferred the funds on 27 November and responded to the complaint, issuing a final response. It accepted she'd experienced great difficulty in getting the payment made. It said sorry for the trouble and upset this had caused and offered £100, noting £25 had been paid at the outset of the complaint. The bank said it would look at any financial loss if Mrs M could provide evidence. Mrs M contacted Barclays about this but says attempts were ignored.

Dissatisfied with the situation, she asked us to get involved, adding Barclays had handled the complaint poorly, often contacting her instead of her husband who'd she'd nominated to deal with the matter.

One of our investigators reviewed the case. He agreed Barclays had made errors both with the handling of the transfer and the customer service it had provided. But he considered the £100 offered, together with the initial £25 paid was fair for the distress and inconvenience caused, given the payment had then been made by 27 November. However, he didn't recommend that the bank pay anything towards Mrs M's financial loss as he wasn't satisfied (based on the evidence) that any had occurred. He noted Mrs M had still managed to redeem her old mortgage and complete her new one by the original deadline, without any penalty charges.

Barclays accepted the investigator's view, but Mrs M didn't. She maintained she'd suffered a financial loss and was frustrated the investigator couldn't see or understand that. She highlighted:

- She would have been subjected to a charge of £39.33 a day for late redemption and lost her mortgage offer.
- Had Barclays told her it couldn't transfer her funds she would have left them in the

- ISA, not incurred any penalty charges and benefited from the interest rate.
- She'd had to use funds from elsewhere, which had a cost.
- The compensation amount wasn't fair for the impact this had on her.

When a consensus couldn't be reached, the complaint was put forward for a 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.

It's clear Mrs M feels strongly about what's happened. She's made a detailed submission in support of this complaint, which I have read and considered. As an informal dispute resolution service, we are tasked with reaching a fair and reasonable conclusion with the minimum of formality. In doing so, it is not necessary for me to respond to every point made, but to concentrate on the crux of the issue.

- Barclays has accepted it made a mistake with how it handled the ISA transfer. So, there's little to be gained by entering into a debate about this. The only thing that remains is how should any financial loss, distress and/or inconvenience be fairly recognised.
- Mrs M believes she's lost out financially and referred to the mortgage. But I'm afraid I don't agree with her assessment. Her old lender would only have charged a daily amount if she hadn't redeemed the mortgage on time. But the available evidence shows the redemption wasn't delayed. Her comments reflect a loss that might have occurred, rather than one that has happened or is likely to do so. Our rules permit me to make awards in respect of actual or prospective loss. But here, neither of those things apply. Therefore, I won't be making an award for this.
- Mrs M says she would have kept his money in the ISA had she known Barclays couldn't transfer them in time. But that's a statement she makes with the benefit of hindsight. I can't ignore that she'd decided to withdraw the funds before any of this happened, so it can't be deemed to be a consequence of the transfer being held up. It follows there's no proper basis to say she should be compensated along those lines.
- Mrs M has a copy of a passbook for an account that she held with another building society. It's not clear if she's suggesting she had to use those funds instead. Nevertheless, I've thought about this. But having done so, I don't find it demonstrates a loss on that account. Because a letter from that building society indicates the money in the account had already been withdrawn in October 2024, before the instruction to transfer the ISA funds. Based on the available evidence, I can't see a loss on that account because of the transfer. And I've not seen any evidence of losses incurred on other accounts such that I could make any award.
- Mrs M has expressed concerns about how the bank dealt with the complaint. But given complaint handling isn't a financial activity, I have no jurisdiction to consider these matters.
- I agree with the investigator, £125 is in my view reflective of the impact. Mrs M was put to trouble and upset in sorting out what had happened to her transfer. This would have been frustrating and taken up time that could have been avoided, had the bank got things right from the outset. But I consider the apology already given with the amount of compensation here, is a fair way for Barclays to resolve the complaint.

My final decision

My final decision is Barclays Bank UK PLC should pay Mrs M £100 to settle this complaint, ensuring she's received £125 in total for this matter.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs M to accept or reject my decision before 29 October 2024.

Sarita Taylor
Ombudsman