

The complaint

Mr G complains that TransferWise declined to make a chargeback request and then removed his card facilities from his account.

What happened

Mr G has an account with TransferWise, an electronic money institution. Amongst other services, TransferWise offers payment cards, and that facility was available to Mr G.

In October 2023 a payment was made using Mr G's debit card, issued by TransferWise. Mr G said that he did not make the payment. He said his card had been stolen. He reported the matter to the police and contacted TransferWise seeking a refund.

TransferWise considered the matter, but it declined to provide a refund or to lodge a claim for a chargeback against the retailer. It said that the information provided did not reach the chargeback requirements.

TransferWise went on to say that, as a result of its investigation into the disputed payment, it would no longer offer Mr G card services. The other services linked to his account were not affected.

Mr G referred the matter to this service, where two of our investigators considered what had happened. The first investigator recommended that the complaint be upheld – primarily because TransferWise had not at that stage provided the information we needed to investigate the complaint.

In response to that recommendation, TransferWise provided more information, and the case was assigned to a different investigator. The second investigator issued a revised assessment, this time not recommending that the complaint be upheld.

Mr G did not accept the second investigator's assessment and asked that an ombudsman review the case. In addition, he said that further issues had arisen. TransferWise had asked him to close his account. The investigator noted that this was a new complaint and indicated that Mr G should initially raise it with TransferWise.

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.

The account terms allowed TransferWise to restrict the facilities available to customers in certain circumstances. TransferWise has shared with this service its reasons for concluding that Mr G should no longer be able to use cards on his account. It has done so in confidence – as our rules permit.

I have considered what TransferWise has said and the evidence it has provided and, having done so, I am satisfied that it acted fairly in removing card facilities from Mr G.

At the time Mr G referred this matter to us, he could still use the account's other facilities. He could, for example, pay and receive money and convert funds. If, as he says, those facilities have now been withdrawn, that is a separate issue and not one which I shall discuss in the context of this complaint.

Overall, I am satisfied that TransferWise acted fairly in removing the card facilities from Mr G's account.

My final decision

For these reasons, my final decision is that I do not uphold Mr G's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 28 August 2024.

Mike Ingram
Ombudsman