

The complaint

Mr W complains Wise Payments Limited (Wise) sent an overseas payment in Euro's rather than the currency he'd requested.

What happened

Mr W says in late February 2024 he set up a payment online from his Wise account to a beneficiary in South Africa to be sent in the local currency. Mr W says instead of sending the funds this way, Wise sent the payment in Euros which meant the beneficiary didn't receive the correct amount and as a result Mr W has lost out to the tune of £64.24 including fees.

Additionally, Mr W says he has faced issues in obtaining the Data Subject Access Request (DSAR) from Wise and when it was eventually received some documents had been redacted. Mr W wants Wise to reimburse him with £64.24 and also pay him compensation for the inconvenience and anguish he suffered.

Wise says the payment was set up by Mr W and not them and its records show it was set to send the funds in Euros and not the local currency of the beneficiary. Wise says Mr W would need to delete the existing beneficiary details and set up a new payee with the correct currency going forward. Wise says it has sent the DSAR to Mr W and provided him with details of how to access this. Wise says it has done nothing wrong here.

Mr W wasn't happy with Wise's response and referred the matter to this service.

The investigator looked at all the available information but didn't uphold the complaint. The investigator says while Mr W may not have intended to send the payment in Euro's, from the information provided by Wise, it had shown the payment was set up by Mr W and not them and this payee was set up as a Euro payment.

Regarding the DSAR issue, the investigator pointed out it was not the role of this service to look at whether a business had complied with data protection legislation, and this was for the Information Commissioners Office (ICO) to consider.

Mr W didn't agree with the investigator's view and asked for the matter to be referred 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.

Having done so, I won't be upholding this complaint and I will explain how I have come to my decision.

I can understand it would have been upsetting and frustrating for Mr W to have thought he'd sent a payment in the local currency of the beneficiary, only to be told it had been sent in Euros. When looking at this complaint I will consider if Wise were responsible for the overseas payment being sent in Euros and not the local currency, as Mr W believed he had

asked for.

While I understand the point Mr W makes, that there was no reason why he would wish the payment he made to be sent in another currency other than the beneficiary's local currency, I can only rely on the information and evidence provided to this service. The first thing to say here is it was Mr W who set up the payment online and not Wise, so it's reasonable to say Wise didn't get involved in those online instructions.

Wise have provided this service with details of how this process works when making online payments, which shows Mr W would have needed to have accepted the currency conversion before the payment was released.

Additionally, and more importantly it has provided evidence of a recipient list for Mr W, which shows this particular beneficiary being set up to be paid in Euros. While Mr W may not agree and I can understand that may well not have been his intention, I can't say that Wise can be held responsible for that. Wise have explained Mr W will now need to delete the payee and create new beneficiary details in the currency he wishes it to be paid, and if Mr W is unsure how to do so, he should contact Wise for any support needed.

Mr W has also mentioned that another payment he tried to make in June 2024 has had issues, but that was not part of his original complaint to Wise and as it hasn't had the opportunity to consider this matter, Mr W would need to raise a separate complaint with Wise.

As far as the DSAR issue is concerned, as explained by the investigator, it's not the role of this service to consider whether a business has correctly complied with the data protection legislation, that's a matter for the ICO. I understand Mr W has now received the DSAR from Wise, but some documents have been redacted, but like the investigator I'm satisfied these were internal notes not directly related to the payment issue.

While Mr W will be disappointed with my decision, I won't be asking anymore of Wise here.

My final decision

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr W to accept or reject my decision before 16 September 2024.

Barry White
Ombudsman