

The complaint

Mr K complains MoneyGram International Limited (MoneyGram) failed to retrieve a payment he sent overseas.

What happened

Mr K says he sent a payment using MoneyGram's payment services on 19 February 2024 for approximately £500, but the beneficiary advised him it hadn't been received. Mr K says he believed he had got one digit wrong on the initial payment and sent a second payment on 26 February 2024 and asked MoneyGram to retrieve the first payment.

Mr K says MoneyGram informed him that it couldn't retrieve the funds as this had been received by the recipient. Mr K says this isn't correct as the recipient couldn't have received the funds as there was an incorrect digit quoted in the payment and he wanted the funds returned to him.

MoneyGram says the payment was sent to the details Mr K provided them with on 19 February 2024. MoneyGram says it contacted the receiving bank but unfortunately no refund was possible as the money had been withdrawn by the recipient.

Mr K wasn't happy with MoneyGram'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 there was no evidence MoneyGram had made a mistake as the funds were credited to account number provided by Mr K. The investigator says MoneyGram could only process a refund if the payment was rejected by the receiver's bank, but it wasn't here.

Mr K 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 for Mr K to discover a payment he sent overseas with the incorrect account details couldn't be returned to him by MoneyGram, even though he'd made a second payment to the beneficiary.

When looking at this complaint I will consider if MoneyGram were at fault for the reason why the first payment Mr K made on 19 February 2024, failed to reach the intended beneficiary.

The first thing to say is Mr K has admitted he quoted an incorrect number on the first payment he sent and then sent a second payment to the same beneficiary a week later, as the beneficiary hadn't received the first payment. Mr K's complaint centres around the fact

that MoneyGram informed him the payment was received by the beneficiary, but he says that couldn't have happened if the account details were incorrect.

While I understand the points Mr K makes here, I'm not fully persuaded by his argument. I say this because even if the recipient bank had placed the first payment into the account number details he wrongly quoted, whether that be the intended payee or someone else with that account number, I can't hold MoneyGram responsible for that, after all it did carry out the instructions given to it by Mr K here.

What I would expect is for MoneyGram to request the return of the funds as requested and I can see that was attempted by them, but it was told by the recipient bank the funds had been withdrawn by the account holder – with that in mind I can't ask much more than that of MoneyGram here.

While Mr K will be disappointed with my decision, I won't be asking anymore of MoneyGram.

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 K to accept or reject my decision before 30 October 2024.

Barry White
Ombudsman