

The complaint

Mrs T wants Cynergy Bank Plc to cover the financial loss of £1,367.99 that she suffered as a result its inability to deposit a euro amount into her euro account.

What happened

As both parties are familiar with the details of the complaint and the timeline of events I will not repeat them in full here.

In summary, Mrs T sold shares and received the proceeds in US dollars, she then converted the funds into euros to transfer to her Cynergy account but this failed. Based on incorrect advice from Cynergy she then understood she could not complete the transfer as the payment was from outside the UK. So she converted the money into GBP to deposit in a sterling account she held elsewhere as she was fearful any further delay meant she would lose out on a property purchase. As this redundant conversion from US dollars to euros and then to GBP, rather than direct to GBP, cost Mrs T £1,367.99 she says Cynergy must cover this loss.

Mrs T also wants compensation for the anxiety and inconvenience this caused as the matter took nearly a month to resolve and Cynergy's service was neither timely not accurate.

Cynergy accepted it had misinformed Mrs T during the attempted transfer and apologised for this. It offered £50 compensation for the distress and inconvenience caused in full and final settlement of this complaint. Unhappy with this response Mrs T brought her complaint to this service.

Our investigator upheld Mrs T's complaint, but did not find Cynergy could be held responsible for the exchange rate loss Mrs T was claiming. He said she had decided to convert and transfer the money in the way she did – there would have been other ways to transfer the funds as euros. However, as Cynergy's lack of timely response is line with the commitment it made to Mrs T and its misinformation about the incoming payment caused Mrs T considerable stress and inconvenience, he found compensation of £200 would be more appropriate.

Mrs T asked for an ombudsman's review. She said it was not that straightforward to open another euro account and a payment of £500 would be more reasonable. She confirmed that the intended property purchase had gone ahead.

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 have also taken into account the law, regulator's rules, relevant codes of practice and what was good industry practice at the time.

Having done so I am instructing Cynergy to pay Mrs T £200 compensation, but not to cover

her exchange rate loss of £1,367.99. I'll explain why.

As Cynergy has accepted it did not provide Mrs T the level of service and support she is entitled to expect whilst she was trying to make a deposit. It gave inaccurate information and after saying the issue was now flagged as high priority it did not call back when promised. Given the amount of money involved I can see this would be stressful for Mrs T. Whilst it apologised, I don't think its compensation offer fairly reflected the amount of avoidable distress and inconvenience its actions caused, nor the timeframe involved. I am therefore awarding £200 which I am satisfied better recognises the impact on Mrs T.

With regards Mrs T's claim for her loss as result of the conversion from euros to GBP, I cannot fairly hold Cynergy liable for this. As the investigator said this was Mrs T's decision and I have seen no evidence there were no options available to her that would have allowed her to transfer the funds in euros. Her choice was not within the control of Cynergy so it would not be fair and reasonable to pass the financial impact of that decision on to the bank.

This now brings to an end what we can do in relation to this complaint.

Putting things right

Cynergy must pay Mrs T £200 for the distress and inconvenience its service failings caused.

My final decision

I am upholding Mrs T's complaint in part. Cynergy Bank Plc must put things right as set out above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs T to accept or reject my decision before 25 November 2024.

Rebecca Connelley
Ombudsman