

The complaint

Mrs P complains that Computershare Investor Services Plc made errors when transferring some of her shares which caused her a financial loss.

What happened

In March 2024 Mrs P complained to Computershare saying an error was made by them when transferring some shares in early 2022.

Computershare said the shares to be transferred had been selected by Mrs P as part of the transfer process and that she agreed to the terms and conditions. This meant there was a forfeiture of shares in line with the plan rules and couldn't be reversed.

Remaining unhappy Mrs P brought her complaint to this service where one of our Investigators looked into what happened. They thought there wasn't any conclusive evidence that Computershare made any errors.

Mrs P said it would've been illogical for her to have selected those shares for transfer.

Because an agreement couldn't be reached the matter has come to me 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.

Mrs P has provided a lot of information about her complaint and it's clear how strongly she feels about what happened. I want to assure Mrs P that I've read and considered everything that has been provided even if I don't mention it all in detail. I've summarised some things which reflects the informal nature of our service.

In situations like this where some of the information and testimony is missing or contradictory, I must come to a decision on the balance of probabilities about what I think is mostly likely to have happened.

In order to uphold a complaint of this nature I would need to be satisfied that Computershare made an error when making the transfer of shares. However looking at all the evidence and everything that happened, I'm not satisfied that's the case.

An initial transfer request was made by Mrs P's broker. But this was soon after cancelled by the broker so didn't fully proceed. The transfer was then requested again by Mrs P.

Computershare have explained the share transfer process which Mrs P instigated. During this process there are two stages where the shares to be transferred can be selected. Firstly a customer must click on a tile to select the type of share they wish to transfer. On a second screen the selection must be made again. On this second screen all available shares that have the possibility of being sold or transferred are shown.

This is done so customers don't have to place separate trades per type of share and incur multiple dealing fees. It's at this stage that it seems most likely the shares were selected.

Computershare says that after Mrs P arranged the transfer she would've been presented with a warning message confirming the loss of matching shares. A similar warning is also displayed on the tile where the shares are selected. I would expect such warnings to be in place for transactions of this nature.

Due to the passage of time it hasn't been possible for Computershare to provide any further information about the transaction. And I know this is frustrating for Mrs P who says she didn't select those shares.

I've considered everything Mrs P has said about what happened and the reasons why she says she wouldn't have purposefully selected those shares. However I've not seen any persuasive evidence of an error made by Computershare.

The terms of the share plan explain that once a transfer has taken place, and shares forfeited, the transaction cannot be reversed.

Having carefully considered everything that happened I'm satisfied Computershare Investor Services Plc acted fairly and reasonably when dealing with Mrs P so I won't be asking them to take any further action.

My final decision

For the reasons I've explained above, my decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs P to accept or reject my decision before 28 August 2025.

Warren Wilson
Ombudsman