

## **The complaint**

Mr W complains that Wise Payments Limited has delayed releasing credit payments into his account.

## **What happened**

Mr W explains that he receives Universal Credit in two payments a month. But that although he can see that a payment has been released to him by the sender at around midnight on the due date, he doesn't have access to this until after 7am. He says that other financial businesses he's used before have released the payment when sent. And that when he's raised this with Wise Payments its agents have been rude to him.

Wise Payments said it hadn't made a mistake. It said that it released the payment when it was received. And that this is what a customer service agent had told Mr W. Wise Payments referred Mr W to online guidance about the time to receive payments. And it didn't accept that agents dealing with Mr W had been other than professional.

Our investigator didn't recommend that the complaint be upheld. She said that Wise Payments wasn't a bank but a money services business. It had sent details of five payments of Universal Credit into Mr W's account, and these showed as being credited within one minute of being received. And she couldn't see that these had been delayed. She said that if Mr W wanted the payments to be credited more quickly then this account didn't seem beneficial to him. She thought that the agents he spoke to had tried to assist him. She shared the evidence with Mr W she'd relied on.

Mr W didn't agree and wanted his complaint to be reviewed. He said that the screenshots from Wise Payments had clearly been 'doctored' and he referred to his experience in IT. He said that this only showed the 'agents view' but not a 'money tracker' tab. He said he'd also assessed this using artificial intelligence software and that this didn't show an incoming same day payment. Mr W said that another financial business had credited his money at midnight and Wise Payments didn't process it until as late as 8.30am. He also said that the money due to be paid on the twenty ninth of the month was sent with that due on the fifteenth and so wanted to know who had his money for two weeks. Mr W said he was unhappy that our investigator hadn't commented on his further evidence and that he would now await 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.

I need to say that this service isn't the regulator, and we provide informal dispute resolution. So, we don't have a role in reviewing or setting processes generally and I take that into account in the scope of what I'll look at here.

I accept Mr W's evidence that it takes longer for him to receive a payment using Wise Payments than say other providers he's used before. But I don't accept his claim that evidence provided to this service by Wise Payments wasn't genuine. And in my view it was setting out when his payments were processed. I note from the customer agreement that Wise Payments states it doesn't provide a bank account and in section 12.3 that:

*"Account details: when Wise provides you with Account Details (...), these Account details are a means to receive funds into a bank account held by Wise and its affiliates. Wise can then credit your Wise Account when you use these Account details, and they are not a bank account number for a bank account held by you."*

It also states on its website that payments to be credited in sterling can take up to one working day if sent to a Wise Payments account within the UK. And that *"payments are generally processed during working days Monday to Friday, and within regular working hours."*

I'm afraid it's a matter for Wise Payments to arrange its own processes. And the payments due to Mr W were available on the days expected. I don't have a basis to find that him not receiving them earlier on was an error or unreasonable and that Wise Payments had unduly benefitted from this. I've looked closely at what Mr W provided about his Universal Credit. And I can see he was told by the sender that the two payments due each month were *"processed at the same time to be paid into your account on different dates."* I don't find that this substantiates that Wise Payments say had the two payments at once and held one for two weeks.

Mr W was clearly frustrated at what happened and that agents couldn't find his payments due with no transfer number available until the payment had been processed. But having listened to call recordings provided I don't consider that he was treated rudely or in an unprofessional manner. I note during one call he said he would be arranging for credits to be paid to a different financial business in future.

I know Mr W will be disappointed when I say that for the reasons I've given I won't be requiring Wise Payments to do anything more.

## **My final decision**

My 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 3 February 2025.

Michael Crewe  
**Ombudsman**