

The complaint

Mr A complains that Rightcard Payment Services Limited trading as Lemfi ("Lemfi") has misappropriated funds from him.

What happened

The background to this complaint is well known to both parties, so I won't repeat everything here. In brief summary, it's my understanding that in 2024 funds were sent from Mr A's account with a third-party bank ("Bank U") to Mr A's Lemfi account, and on from there to an account Mr A held with another third-party bank ("Bank H"). Mr A was unhappy, in particular, about an amount of £250.71 that he says should have arrived (but didn't) in his account with Bank H, and an amount of 250,000 NGN he says should have arrived (but didn't) in his account with Lemfi. As our Investigator couldn't resolve things informally, the case has been passed 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.

Having done so, I've decided to not uphold this complaint for materially the same reasons as our Investigator.

At the same time as issuing this decision, I'm concurrently issuing a decision on Mr A's linked complaint about Bank H.

Let me clarify, it appears Mr A may now be seeking to dispute numerous transactions processed by Lemfi. But the specific transactions investigated and referred for this final decision here are those concerning the £250.71 and 250,000 NGN transactions referenced above. So this decision will address only these, and if Mr A is unhappy about anything else he would need to take this up as a separate matter.

Having reviewed the available account statements, I'm satisfied what happened here is clear. The account statements for Bank U show 400,000 NGN being transferred out of Mr A's account with Bank U on 3 May 2024. The account statements for Lemfi show 400,000 NGN being credited into Mr A's account with Lemfi on 3 May 2024, taking the NGN balance of that account to over 445,000 NGN. These statements then show that 440,000 NGN were converted to £250.71, and £250.71 was consequently added to Mr A's GBP balance on his Lemfi account. But the Lemfi account statements do not evidence that this £250.71 was then sent on as Mr A has said he believes it was. Instead, the account statements show that Mr A then transferred £250.00 from his Lemfi GBP wallet to his account with Bank H. The account statements for Bank H show receipt of this £250.00 on 3 May 2024. I'm aware that Mr A has said that this £250.00 credit into his account with Bank H was then reversed, but I've seen no evidence to substantiate this. Instead, the account statements for Mr A's account with Bank H show that after this account received the £250.00 from his Lemfi GBP wallet, £250.00 was then transferred on (from Mr A's account with Bank H) to another account at Bank H.

I've also considered what Mr A has said about two transfers of 250,000 NGN being sent from his account with Bank U to his Lemfi account on 6 May 2024, but one of them "going missing" because only one of them was received into his Lemfi account. But again, it seems to me that Mr A is mistaken about this. Instead, what I can see from the account statements is that Mr A's Lemfi NGN wallet did indeed receive just one credit of 250,000 NGN on 6 May 2024. And that account statements, as explained by our Investigator, show that any second payment for the same amount that may have been initiated from Mr A's account with Bank U was reversed, such that it wasn't received into his Lemfi account and was instead reccredited to his account with Bank U.

I've thought about everything Mr A has said and provided about this. But I've not seen persuasive evidence that what he understands to have happened actually happened. Instead, for the reasons explained, I'm not persuaded Lemfi has done anything wrong, nor therefore that I could fairly uphold this complaint.

My final decision

For the reasons explained, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 6 January 2025.

Neil Bridge
Ombudsman