

## **The complaint**

Mrs S complains Lloyds Bank PLC won't reimburse £6,200 that she lost when she fell victim to an investment scam.

## **What happened**

Our investigator didn't uphold the complaint. She didn't think any of the payments looked suspicious such that Lloyds to have made additional checks before processing any of them.

Mrs S's representative has asked for the matter to be referred to a decision arguing that Lloyds Bank should have recognised the payments carried a higher risk of being associated with fraud, and that interaction during would have prevented Mrs S's loss.

## **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 reached the same conclusion as our investigator. And for largely the same reasons. I'm sorry to hear that Mrs S has been the victim of a cruel scam. I know she feels strongly about this complaint, and this will come as a disappointment to her, so I'll explain why.

Having taken into account longstanding regulatory expectations and requirements, and what I consider to be good industry practice, Lloyds ought to have been on the look-out for the possibility of fraud and made additional checks before processing payments in some circumstances.

I have reviewed Mrs S's account and the payments she made to the scam. Having considered when they were made, their value and who they were made to, I'm not persuaded Lloyds ought to have found any of the payments suspicious, such that it ought to have made enquires of Mrs S before processing them. I accept Mrs S had been scammed before, but that doesn't mean all payments should automatically be treated as suspicious, particularly when there are no other concerning factors about the payments.

Whilst Mrs S has undoubtedly been the victim of a cruel scam, I don't find there were any failings on Lloyds's part that would lead me to uphold this complaint.

## **My final decision**

For the reasons given above, my final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs S to accept or

reject my decision before 28 October 2025.

Carolyn Bonnell  
**Ombudsman**