

The complaint

Mr L complains that Trading212 UK Limited ('Trading 212') didn't make him aware that deposits into his trading account may not occur immediately.

What happened

Mr L deposited £100,000 using the Trading 212 platform on Saturday 16th November 2024. The money was not credited to his account until Monday 18th November 2024. Mr L complained about this, as he was worried the funds had been lost, and he'd intended to earn daily interest, so the delay meant he'd missed out on this for two days. He asked Trading 212 to provide him with the interest he felt he'd missed.

Trading 212 responded and said that transfers such as the one Mr L carried out can take up to three working days to arrive and that payments were not processed on weekends. They did not uphold his complaint as they felt this information was publicly available including on their website.

Mr L brought the complaint to our service, but the investigator did not think Trading 212 had done anything wrong. As Mr L disagreed, the case has been passed to me.

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.

Mr L has provided us with screenshots of the Trading 212 website where you make a transaction. There are two options of payment method – one titled Instant Bank Transfer and the other titled Bank Transfer. Mr L has told us he didn't select Instant Bank Transfer as he believes it uses open banking which he wanted to avoid.

I'm satisfied the options are set out clearly, and that there's nothing on any of the screens which implies the Bank Transfer option will be immediate. In fact, given the presence of two options, only one described as 'instant', it's reasonable to believe that the other option is unlikely to be instant – otherwise it would also have been described as such. Mr L says that the screenshots prove that Trading 212 didn't say that transactions could take up to three working days – but they also do not say that the Bank Transfer option will take place the same day. And I'm not satisfied that the absence of that information obliges them to process the transactions immediately.

Trading 212 have said their terms and conditions set out that transfer processing can take up to three days and that most transfers won't be processed on weekends. I appreciate Mr L's point that he might not think to look through the terms and conditions in a situation such as this. However, Trading 212 also offer an online help centre and 24/7 email and live chat support, so he could have asked the question either before or after he'd made the transfer, and would have been given the information he needed. The processing times were also available on Trading 212's website.

Mr L has said he believes the Bank Transfer option is a faster payment and should therefore reach his account instantly. I've looked into this, and while this option does utilise the faster payment service system, it doesn't work exactly like a faster payment. It can still take up to three working days to process as per the information Trading 212 gave on their website and their terms and conditions. This is because of the way client funds are held and the accounts are set up. Ultimately, while Mr L appears to be under the impression that the option he chose would complete the transfer instantly, I've seen nothing to indicate that Trading 212 made this out to be the case.

Overall, I don't think Trading 212 have done something wrong here. Mr L insists that there should have been a warning about processing times on the transaction screen, but given the information available elsewhere, the fact this option is not defined as 'instant', and the presence of another option titled 'Instant', I do not think this is the case.

My final decision

I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 6 January 2026.

Artemis Pantelides
Ombudsman