Financial
Ombudsman
Service

The complaint

Mr H says MoneyGram International Limited has made a mistake with an international payment that he asked it to make for him. He says he's lost out as a result.

What happened

A summary of what happened is below.

Mr H used MoneyGram's payment services to send money to an account he held in Pakistan on 7 June 2024. He made the payment online from an account held with another bank. The payment was sent by MoneyGram through its payment processor.

When the funds hadn't appeared in his account, Mr H became concerned and contacted MoneyGram for help. He showed it his statements from the account in Pakistan and there was no corresponding credit.

MoneyGram told Mr H that the information it had indicated that the funds had credited an account on 8 June 2024 and as nothing had bounced back, no fault lay with it. Eventually the matter was escalated as a complaint. MoneyGram issued a final response to say there hadn't been an error on its part and there was no basis for it to provide a refund or take any other action.

One of our investigators investigated the matter. He'd noted there were different IBAN details for where Mr H wanted to send the funds and where MoneyGram had said they had gone. So, the Investigator asked MoneyGram for evidence to show what details Mr H had given when completing the payment online. Particularly, because Mr H said he had no connection with the other account.

The Investigator chased MoneyGram for this information and when he didn't get a response, he based his opinion on the available evidence. Ultimately, he upheld* the complaint because he didn't think MoneyGram had provided sufficient evidence to demonstrate that the funds had gone to the account Mr H had selected. To resolve matters he recommended MoneyGram refund Mr H the amount that had been transferred (£1,122.87) and pay £100 for the distress and inconvenience caused.

*The outcome letter was sent on 5 February 2025.

Mr H accepted this as a resolution, but MoneyGram didn't respond.

The case was put forward 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'm upholding the complaint for the following reasons:

I've looked at the IBAN details of the account in Pakistan that Mr H says he sent the funds to. This doesn't match the IBAN details of where MoneyGram says the money was "successfully" sent. Mr H completed the transfer online, so he would have had to input details of where he wanted the money to go. We asked MoneyGram for information to see what Mr H had keyed in. This was so we could check to see if he had possibly made a mistake and was responsible, but it didn't provide anything in relation to this or anything suggesting there weren't any processing errors its end. This information was important because it's been MoneyGram's contention that it sent the payment to the details Mr H provided.

Nor did MoneyGram choose to respond to the Investigator opinion letter recommending the complaint be upheld, which means I don't know if it disagrees with what was said and why. Considering this, I don't think MoneyGram has done enough to show that it carried out the transfer according to Mr H's instructions (with due care and skill), and that there wasn't a mistake by it.

Ultimately, I can only decide the case based on the available evidence, which is lacking from MoneyGram. Given everything, I think it's only right that it should now reimburse Mr H the transfer amount and pay compensation to reflect the trouble and upset caused. I think the £100 suggested is fair and noting that Mr H was pleased with the resolution.

MoneyGram should ensure that it pays the amounts to resolve the complaint.

My final decision

My final decision is that I uphold this complaint and order MoneyGram International Limited to pay Mr H £1,22.87 and £100.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr H to accept or reject my decision before 15 April 2025.

Sarita Taylor
Ombudsman