

## **The complaint**

Mr A is unhappy with TransferGo Ltd. Mr A transferred £1,000 abroad but he entered the wrong bank account details for the account he was sending the money too. Mr A said he was suffering a lot of emotional distress at the time as recently his father had sadly passed away. Mr A would like TransferGo to get his money back for him.

## **What happened**

A week after putting the transfer through Mr A got back in touch with TransferGo and asked it to retrieve the funds as he had put the wrong account number on the transfer.

TransferGo worked through a timeline of the events. It said:

Mr A arranged the transfer on 3 October 2024, and it sent the transfer within a few minutes. TransferGo said the next day Mr A sent a further £500 but this time included the correct account number. It said this payment went through as normal. On 10 October Mr A contacted TransferGo and confirmed he had provided the incorrect account number for the initial transfer. TransferGo initiated the recall process and regularly chased for a response. On 3 December its partner bank abroad confirmed the recall of funds had been unsuccessful. Despite its sympathy for Mr A's situation and apologising, TransferGo said there was no more it could do, and it referred to its terms and conditions.

Unhappy with this Mr A brought his complaint to this service.

Our investigator didn't uphold the complaint. She said TransferGo had acted in line with its processes. It had followed its terms during the recall process. Our investigator said TransferGo had made no errors. She accepted this was a stressful situation for Mr A but didn't think TransferGo had caused this or acted unreasonably. She didn't think it needed to do anything further.

Mr A didn't accept this and asked for his complaint to be passed to an ombudsman for 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.

Mr A accepted that the original mistake with the account number was down to him. But he did say he was under stress at the time due to the circumstances mentioned above. Mr A said when he asked TransferGo to get the transfer refunded it reassured him this would be done within a couple of days.

TransferGo confirmed it was only made aware about the incorrect account number after the transfer had already been completed. It said at this point it couldn't issue a refund. After this it was in continuous contact with its partner bank trying to get the transfer back. And it did apologise for any frustration or distress to Mr A. Eventually, TransferGo confirmed the

transfer couldn't be reversed. It said all possible actions had been attempted to rectify the situation.

TransferGo also checked all previous correspondence and said it could find no record of any assurances being given to Mr A that a refund would be made. It said it would assist as much as it could but no more than that. I accept this point I've not seen anything that suggests TransferGo confirmed Mr A would definitely get a refund.

TransferGo referred to its terms and conditions:

“- Section 4.11:

*When you make a transfer with us, it is your responsibility to make sure that all transfer details are complete, accurate, and correct (including, without limitation, the recipients and their banking details). We may not always be able to let you change the details of your transfer once it's submitted to us for processing, and they will be treated by us as correct (even if a mistake was made). If you provide incorrect information with your payment instruction to us, we will use reasonable efforts to recover the funds for you, but this is not guaranteed, and we may need to charge you a fee for that.*

- Section 6.4:

*It is solely your responsibility to make sure all the transaction details are accurate before submission.”*

TransferGo said it had acted in line with these and said it had made reasonable efforts to assist Mr A in recovering his funds. It concluded as it was Mr A's initial error, and the recipient bank wasn't returning the money that it couldn't refund the transfer.

Mr A said the bank abroad had told him there was no account linked to the incorrect number he had originally provided. TransferGo said once it had passed on the money the receiving bank becomes responsible and would have deposited the funds in an account. It said if there was no account the money would have been returned.

I think the terms and conditions are clear. So, I think TransferGo has acted fairly and reasonably in this case. It has made repeated attempts to engage with the recipient bank and reclaim Mr A's money. It has made reasonable attempts to get the transfer returned.

In this case it was too late to cancel the transfer as it had already completed. But TransferGo did attempt to recall the money. So, from that point it is requiring the co-operation of the recipient to get the money returned. That co-operation hasn't been forthcoming, but I can't hold TransferGo responsible for that. I think it has done all it reasonably could to attempt a recall of the money. I can't hold TransferGo responsible for the money not being refunded.

### **My final decision**

I don't uphold this complaint.

I make no award against TransferGo Ltd.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 28 April 2025.

John Quinlan

**Ombudsman**