

## **The complaint**

Mr S complains that Goldman Sachs International Bank trading as Marcus by Goldman Sachs refused to link his savings account to a savings account he held with another provider.

## **What happened**

Mr S holds a Marcus Online Saving Account. He wanted to change his linked account to a savings account with another provider as opposed to his current account.

Marcus says it doesn't accept linking external savings accounts on its savings accounts. It says that when a savings account is opened, account holders are required to link a UK personal current account to it and any payments should be made via the linked account.

Our investigator didn't uphold the complaint. He thought that Marcus had provided sufficient information to show that payments to and from a savings account can only be made via a linked current account.

Mr S didn't agree. He referenced a previous complaint he'd referred to this service in which he says the Ombudsman told the respondent business (not Marcus) to allow it to link a non-current account on a savings account. And he asked for this complaint to be referred to an Ombudsman. So, it's been passed to me to make 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.

Having done so, I've reached the same overall conclusion as the investigator for largely the same reasons. I know this isn't the decision Mr S was hoping for, so I'll explain why.

Mr S has told us that he'd like to link his other savings account to the one held with Marcus as this will reduce the time and administration of him having to transfer funds through his linked current account. While I can understand his reasons for wanting to do so, I don't think Marcus has done anything wrong by not agreeing to this request. Ultimately, it's down to individual businesses to decide how they wish to provide and administer its accounts.

It would be helpful to explain that not all savings account providers allow inbound and/or outbound direct debit payments on a savings account. Marcus has also told us about the security measures it uses to ensure the safety of the transactions and these only come with a linked current account. So it says it doesn't accept linked savings accounts on its savings accounts, and it has referred to the account terms and conditions which Mr S would have agreed to when he opened the account.

I've looked at the terms and conditions of the savings account. The terms say:

*"When you open a Marcus account, We'll ask you for details of a UK personal current account which we'll call your 'linked account'. This account cannot be a business account or*

*an account which is not in your name.”*

And under section 3. ‘How your Marcus account works’, it says:

*‘Your Marcus account is a savings account, so it’s not suitable for everyday use such as day-to-day spending or paying bills. When you open your Marcus account, you provide us with the details of your UK current account in your name. We call this your linked account’.*

And

*‘You can pay into your Marcus account by bank transfer or cheque from your linked account’... ‘You can take money out of your Marcus account by making payments to your linked account’.*

I’m satisfied this information is clear in that payments in or out of a Marcus savings account can only be made via a linked current account. Therefore, I’m persuaded it follows that Mr S is not able to link an external saving account as his linked account to make payments - inbound or outbound, on his Marcus savings account. Marcus have told us Mr S set up a linked account, which was a UK personal current account, when he opened his Marcus savings account. So, any payments to or from his Marcus savings account will need to be made via his linked account.

Mr S has referred to a previous decision issued by this service and drawn similarities between this complaint and the previous complaint he referred to this service. I have looked at the other complaint Mr S has referred to. And in that case the business Mr S wanted a direct debit to come from, accepted payments to and from savings accounts.

But as mentioned above, not all businesses do. I’m required to decide this case on its individual merits. And, for the reasons given above, I’m satisfied that Marcus provided sufficient information so that Mr S should have been reasonably aware that inbound and/or outbound payments through an external savings account are not accepted on the type of account he holds with it. So, I don’t find Marcus is treating Mr S unfairly. And therefore, I won’t be asking it to take any further action in respect of this complaint.

### **My final decision**

For the reasons mentioned above, I don’t uphold Mr S’ complaint about Goldman Sachs International Bank trading as Marcus by Goldman Sachs.

Under the rules of the Financial Ombudsman Service, I’m required to ask Mr S to accept or reject my decision before 12 June 2025.

Jag Dhuphar  
**Ombudsman**