

The complaint

Miss J complains that HSBC UK Bank Plc (HSBC) have applied the wrong interest rate to two savings accounts she opened with them.

HSBC has paid £50 compensation to Miss J, but she'd like the difference in interest paid to her.

What happened

In March 2024, Miss J opened two fixed rate savings accounts. Miss J says branch staff showed her the interest rate on HSBC's website and it showed 4.39%. She also says this was shown on the mobile banking app.

HSBC says the interest rate for this account has never been 4.39% and so she couldn't have been shown that. They confirmed the interest rate was 4.3%.

Miss J complained. She said that HSBC has applied the wrong interest rate to her two accounts.

HSBC responded to Miss J's complaint and confirmed there was an error on their mobile banking app which meant the incorrect interest rate was shown (4.39%) which they were working to fix. But they were satisfied that all other literature relating to the account shows the correct interest rate of 4.3%. They also said the paperwork that was sent to Miss J confirmed the correct interest rate. They did however agree to pay £50 compensation to Miss J for the error on the mobile banking app.

Miss J remained unhappy and brought her complaint to this service. One of our Investigators considered the matter, but they thought Miss J should've known the interest rate on the two savings account was 4.3% not 4.39%. They were satisfied that the information on HSBC's website and the paperwork that was sent to Miss J showed the correct interest rate. They agreed that £50 was fair compensation for the mobile banking error.

Miss J disagreed and said that she invested her money into the savings account on the premise she would get the interest rate of 4.39%. She asked for an ombudsman to decide the case.

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.

Miss J's version of events is based on her recollection of what she was told and shown at the time of opening the accounts. Some time has now passed since the accounts were opened and neither Miss J nor HSBC has been able to provide specific evidence of what was said at the time. Where there is little evidence to say what happened at the time, I must base my findings on the evidence available and what I consider to be most likely.

HSBC has provided historic records of the annual interest rates it has offered for its fixed

rate saver accounts since 2023. This information shows that the interest rate for the two savings accounts Miss J opened in March 2024, was 4.3%. There is no evidence from the historic records that the interest rate was ever 4.39%.

Furthermore, the paperwork that was sent to Miss J after she opened her accounts also confirms that the annual interest rate was 4.3%. Therefore, I think it's most likely that HSBC's website showed the correct rate of 4.3% and Miss J opened the two fixed rate savers, knowing she was getting this interest rate.

There is no dispute that the mobile banking app shows the wrong interest rate. HSBC has accepted this and said it is a known error. They've confirmed they are trying to fix this issue.

Whilst I can appreciate this is frustrating and confusing for Miss J – it doesn't mean she should get the higher interest rate. As I've said above, I think it's more likely than not that Miss J knew the interest rate for the savings accounts was 4.3% and so I consider the information shown on the mobile banking app to be an administrative error.

HSBC has paid £50 compensation to Miss J for this, and I consider this to be fair and reasonable in the circumstances. As such, I won't be asking HSBC to do anything further.

My final decision

For the reasons I've explained above, I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss J to accept or reject my decision before 23 April 2025.

Rachel Killian
Ombudsman