

The complaint

Mr K complains that TransferGo Ltd won't refund several payments he says he made and lost to a scam.

What happened

The background to this complaint is well-known to both parties, so I won't repeat it in detail here. But in summary and based on the submissions of both parties, I understand it to be as follows.

Mr K complains TransferGo won't reimburse the money that he lost when he fell victim to a task-based employment scam.

Payment 1	10 October 2024	£3,207
Payment 2	10 October 2024	£2,199
Payment 3	14 October 2024	£2,500
Payment 4	15 October 2024	£1,500
Payment 5	15 October 2024	£1,500
Payment 6	16 October 2024	£1,500
Payment 7	16 October 2024	£1,000
		£13,406

Mr K complained to TransferGo, but it wasn't upheld. So, Mr K brought his complaint to our service.

Our investigator didn't uphold the complaint. Our investigator didn't think any of the payments looked suspicious such that TransferGo ought to have made additional checks before processing any of them.

Mr K has asked for the matter to be referred to 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.

I'm very aware that I've summarised this complaint briefly, in less detail than has been provided, and in my own words. No discourtesy is intended by this. Instead, I've focussed on what I think is the heart of the matter here. If there's something I've not mentioned, it isn't because I've ignored it. I haven't. I'm satisfied I don't need to comment on every individual point or argument to be able to reach what I think is the right outcome. Our rules allow me to do this. This simply reflects the informal nature of our service as a free alternative to the courts.

Having considered longstanding regulatory expectations and requirements, and what I

consider to be good industry practice, TransferGo ought to have been on the look-out for the possibility of fraud and made additional checks before processing payments in some circumstances.

I have reviewed Mr K's account and the payments he made to the scam. Having considered when they were made, their value and who they were made to, I'm not persuaded TransferGo ought to have found any of the payments suspicious, such that it ought to have made enquires of Mr K before processing them. I accept that some payments were made on the same day, but given their value, where they were going to and the payment purpose Mr K selected at the time (family support), I'm not convinced they looked suspicious, particularly when there are no other concerning factors about the payments.

It's worth noting that some of the other banks Mr K used did intervene and speak to Mr K. When questioned Mr K wasn't accurate with the payment purposes there either or what the money was for. So, even if TransferGo had asked questions on the payments (which I'm not convinced it needed to), I'm not persuaded that Mr K would have been open and honest with his answers. I think it's most likely he would have given answers that would have alleviated TransferGo's concerns.

Mr K feels that TransferGo should refund the money he lost due to the scam. I understand that this will have been frustrating for him. But I've thought carefully about everything that has happened, and with all the circumstances of this complaint in mind I don't think TransferGo needs to pay Mr K any compensation. I realise this means Mr K is out of pocket and I'm sorry he's lost this money. However, for the reasons I've explained, I don't think I can reasonably uphold this complaint.

Recovery

Much like the investigator, I haven't found TransferGo Ltd could have done anything more to recover the funds. Mr K reported the scam some days after the final payment were sent, and sadly, it is quite typical with these types of scams for fraudsters to move money away from the beneficiary account straight after the payments were made - presumably to frustrate any effort of recovery.

My final decision

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr K to accept or reject my decision before 26 June 2025.

Tom Wagstaff
Ombudsman