

The complaint

Mr G has complained that he hasn't received a refund from Hyundai Capital UK Limited trading as Kia Finance.

Mr G has been represented in bringing his complaint. But for clarity, I'll refer to all submissions made on his behalf, as having been made by him directly.

What happened

Mr G was due a payment of £1,324.89 from Kia Finance. However, he's explained he's not received it. Kia Finance has said the payment was made to him on 14 April 2024, so he should contact his bank for further assistance. It also said that the payment platform it uses had confirmed the funds had been released back to Mr G's bank account.

Our investigator was satisfied that Kia Finance had provided confirmation of the return of the funds, so didn't think it needed to do more. That said, she could also see that Mr G had requested he be paid £35 in connection with an indemnity. Although she didn't think this was strictly due, she thought it fair of Kia Finance to pay it, as it had offered to do.

Mr G disagreed, as he says he hasn't received the funds.

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, and despite my considerable sympathy for Mr G's position, I don't think Kia Finance has done anything wrong. It confirmed with the payment processor that the payment had been made, into Mr G's bank account. So, I don't think I can reasonably ask it to do more. I would urge Mr G to contact his bank to see if it can locate the missing funds. If he needs any information from Kia Finance to provide to his bank, I'd expect Kia Finance reasonably to assist him.

As regards the £35 refund for the indemnity payment, I'm satisfied this is fair, given that Mr G hadn't been fully aware of the circumstances of when such a fee would be charged.

My final decision

For the reasons given above, I agree that Hyundai Capital UK Limited trading as Kia Finance's offer to pay Mr G £35 is fair. I leave it to him to decide whether he'd like to accept it, if he hasn't already.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 9 June 2025.

Elspeth Wood
Ombudsman

