

## **The complaint**

Mrs I complains that Tranzfar Ltd trading as Tranzfar did not complete an international transfer she made.

## **What happened**

On 1 July 2024 Mrs I asked Tranzfar to complete two international transfers for her, to an account in Nigeria. Both transactions were for £100 each.

Later that month, Mrs I realised that the transfers hadn't reached the intended beneficiaries. She asked for a refund.

She was told by Tranzfar that they would look into it and get back to her. She received an email explaining that the transfers hadn't been made, this was a known issue, and they were working through the unsuccessful transactions and refunding them. They hoped to do this within 14 days.

There was further back and forth between Mrs I and Tranzfar and in August after being told she would receive her refund, she complained. Mrs I didn't receive a response to her complaint, so she brought her complaint to this service.

In November 2024, once the complaint was already with this service, Tranzfar refunded her £200 (for the transfers that weren't completed). They also paid an additional £10 for the distress and inconvenience caused.

Mrs I remained unhappy though. One of our Investigators considered the matter and said Tranzfar should pay an additional £100 compensation for the distress caused. And they should pay 8% interest on the £200 that Mrs I was left without from July- November.

Tranzfar disagreed – they said they'd refunded her the money and didn't agree to the compensation suggested. They didn't provide any additional evidence for the investigator to consider, so it was agreed that it would be best decided by an ombudsman. The case has been passed to me to consider.

## **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 don't need to decide whether Tranzfar should refund the initial transfers because they've already done this. All that's left to decide is whether Tranzfar should pay additional compensation to the £10 they've already paid Mrs I, and whether they should pay interest on Mrs I's £200 they had between July 2024 and November 2024.

I've considered each of these issues in turn:

### **Compensation for distress and inconvenience**

We have received very little information from Tranzfar about this complaint, so my decision is mainly based on the evidence provided by Mrs I. Mrs I has told us that she had to continually chase Tranzfar about the two transactions. She said she was given conflicting information and the customer service she received has been poor.

I've seen some email correspondence between both parties, and I agree it does look like Tranzfar gave Mrs I conflicting information and false promises. They also didn't respond to her about her complaint. They took around 4 months to refund her £200 (which was for the original transfers). During this time Mrs I wasn't sure if she'd get the money back or not.

I note Tranzfar have already paid her £10 for the distress and inconvenience caused, but I don't think this reflects the worry, stress or inconvenience Mrs I encountered. She had to spend time contacting Tranzfar, and was told on a couple of occasions she would receive her refund but then didn't. Because of this, I'm in agreement with the investigator and think Tranzfar should pay Mrs I an additional £100 compensation.

### **Interest paid on the £200 which was refunded**

Between 1 July 2024 and 19 November 2024, Mrs I was without her funds. Mrs I still had to make the transfers to Nigeria, but she had to use additional money. Because she didn't have use of the funds, I consider it fair that Tranzfar pay her 8% interest from the period she was without it.

### **Putting things right**

Tranzfar Ltd should:

- Pay Mrs I an additional £100 compensation for the distress and inconvenience caused;
- Pay 8% simple interest on the funds (£200) from 1 July 2024 – 19 November 2024 (the day they were refunded)

### **My final decision**

For the reasons I've explained above, I uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs I to accept or reject my decision before 11 July 2025.

Rachel Killian  
**Ombudsman**