

The complaint

Mrs H complains that TSB Bank plc didn't advise her that her fixed rate bond had matured, that a cheque she wrote on her account was returned unpaid, and she also had problems receiving a new PIN number.

What happened

Mrs H invested in a fixed rate bond which was due to mature in November 2024. TSB sent her letters in October and November 2024 reminding her that the bond was about to mature. She contends she didn't receive those letters. TSB then wrote to her at the end of December 2024 to advise that, in the absence of any response from her, it had transferred the money from the matured bond into a matured funds savings account.

In December 2024 Mrs H wrote a cheque on her 'spend and save' account, intending to make a deposit with another bank. She then received notice that the cheque had been returned unpaid. She attempted to re-present the cheque three times but it was still returned unpaid.

She further complained about a delay in providing her with a new PIN number for her account. She says this took 13 weeks.

TSB sent Mrs H a final response letter in January 2025. It explained that it had sent her a statement for her bond setting out the final balance in November 2024, and enclosed a copy of that statement. It told us that she hadn't raised the issue of the PIN number or the cheque with it. Nevertheless it explained that it issued a new card for Mrs H's current account in September 2024. She said she hadn't received it and it issued a further reminder of the PIN number in October 2024 and again in December 2024.

With regard to the cheque, TSB said that it had been returned because there were insufficient funds in the account. It attempted to contact Mrs H about it by phone but got no response.

On referral to the Financial Ombudsman Service, our Investigator said that they weren't upholding the complaint.

Mrs H disagreed and said that she wrote the cheque in branch in front of one of TSB's advisers and they didn't let her know there were insufficient funds in the account.

The matter has been referred to me for an Ombudsman's consideration.

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.

Where the evidence is incomplete or contradictory, as some of it is here, I have to make my decision based on what I think is most likely to have happened. But it may be that I can't make a finding and if this is the case I shall say so. I have a duty to be impartial so I have to

assess both parties' evidence fairly.

Mrs H has several issues of customer service with TSB, notably that she didn't receive correspondence about the bond maturing, the failure to advise her that there were insufficient funds in the account to cover the cheque she wrote and the delay in sending her a new PIN number.

bond maturity

Mrs H's fixed rate bond matured in November 2024. TSB has shown us evidence that it wrote to her in October and November 2024 to advise her that the bond was due to mature and asking her for her instructions. Also that it had sent her a statement of the matured funds, and at the end of December 2024, wrote to advise that, as she hadn't given it instructions, the funds had been moved to a matured funds savings account. The funds were earning interest and were fully available for withdrawal.

All the letters were sent to the correct address, so I can't account for why they were apparently not received. I appreciate that Mrs H may not have wanted to continue investing in bonds with TSB but I haven't seen evidence that she gave TSB instructions about it. So I think it acted appropriately in moving the funds.

unpaid cheque

The cheque that Mrs H wrote was returned, as there were insufficient funds in the account that the cheque related to. Though she kept on asking for it to be re-presented without speaking to TSB about it. TSB has sent us evidence that it tried to contact Mrs H about this on 12 and 16 December, but received no response.

I assume that Mrs H intended the cheque to cover the funds which had been moved to the matured funds savings account. That's because she attempted to pay the cheque into an account at another bank. I understand that she insists that she wrote the cheque in front of a TSB adviser. TSB has told us it has no record of such a visit. I think it likely that she did visit the branch in December 2024, to chase up her new PIN number. But I can't understand why Mrs H would've written a cheque to be paid into a different bank account in a TSB branch. But if she had done so, TSB has told us that its adviser would've told her what the balance on the account was.

I do think that it's likely that if Mrs H was looking to invest the funds elsewhere, then she would've asked the other bank about this, as the bank processing the cheque. As it stands, I think TSB acted reasonably. It attempted to contact Mrs H about it but it couldn't have paid the cheque as it was for substantially in excess of the funds on the account it was to be drawn against.

lost PIN number

TSB has told us that it issued a new card and PIN number in September 2024. Mrs H says she didn't receive this. It issued a further reminder in October and in December 2024. The latter two reminders appear to coincide with visits Mrs H said she made to branch. And if the visits were just to ask for a new PIN number then that's likely to be the reason why TSB doesn't have notes of them. Again I think TSB acted reasonably.

Overall, it seems to me that Mrs H has had problems in receiving information by post from TSB. But as TSB has shown, its communications were correctly addressed. Some actions can't be carried out by letter. I understand that Mrs H may not be comfortable with using telephone or online banking. But I don't think that, apart from in branch visits, TSB could do

anything further to help Mrs H manage her accounts. If she has a local post office, some basic banking, like paying in or cash withdrawals can usually be done there.

My final decision

I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs H to accept or reject my decision before 14 July 2025.

Ray Lawley
Ombudsman