

The complaint

Mr and Mrs B complain Lloyds Bank PLC has stopped them making large payments and won't tell them the reasons why.

What happened

Mr and Mrs B have a joint account with a substantial balance.

Mr and Mrs B say they wanted to make a large payment to one of their daughters as a gift towards wedding expenses. They say that Lloyds Bank blocked this payment and that they had to spend over an hour in branch trying to get the payment made. They say that they tried to make further large payments – following estate planning advice – and their financial advisors recommended that they use cheques instead. Mr and Mrs B says these cheques were returned unpaid. They complained to Lloyds Bank.

Lloyds Bank investigated Mr and Mrs B's complaint and said that their account wasn't blocked or restricted but that it did carry out checks to protect its customers from financial losses, potential scams, fraudulent activity or coercion. Mr and Mrs B weren't happy with Lloyds Bank's response and so referred their complaint to our service.

One of our investigators looked into Mr and Mrs B's complaint and said that they didn't think Lloyds Bank had done anything wrong as it had acted in line with the terms and conditions of Mr and Mrs B's account and in line with necessary security processes. Mr and Mrs B asked for their complaint to be referred to an ombudsman for a decision. Their complaint was, as a result, passed to me.

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 can see that Mr and Mrs B were ultimately able to send money to one of their daughters as a wedding gift and able to transfer large sums to both of their daughters by making several smaller payments rather than one large payment. I can understand why they're frustrated that the original payments they made were blocked and why they say banks aren't getting the balance between access and protection right. I am, however, satisfied that Lloyds Bank has acted in line with the terms and conditions of Mr and Mrs B's account and its internal security process. I can completely understand why Mr and Mrs B want Lloyds Bank or our service to explain in detail the reasons why their payments were blocked. But I can't expand on what Lloyds Bank and our investigator have already said, namely that the size of the payments meant Lloyds Bank wanted to do the types of checks it legitimately does to protect its customers from financial losses, potential scams, fraudulent activity or coercion. More importantly, I agree that Lloyds Bank did nothing wrong.

My final decision

My final decision is that Lloyds Bank PLC hasn't done anything wrong.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B and Mrs B to accept or reject my decision before 29 August 2025.

Nicolas Atkinson
Ombudsman