

## **The complaint**

Mrs S complains that Digital Moneybox Limited (Moneybox) delayed in carrying out a transfer of an ISA, causing her to lose interest.

## **What happened**

in November 2024 Mrs S registered for a Cash ISA with Moneybox. She subsequently told Moneybox that she had entered her husband's National Insurance (NI) number by mistake. Moneybox explained that she would need to send in a copy payslip or HMRC letter setting out the correct number. On 29 November, before sending this to Moneybox, Mrs S made a request for her ISA to be transferred from her former provider, L. As this was an automated procedure, the request went directly to L with the NI number not corrected. She produced the letter and Moneybox corrected its record on 3 December

Mrs S then contacted Moneybox at the end of December 2024 requesting that the transfer be cancelled and a new one be sent. She repeated this request on 6 January as Moneybox had missed the first such request. Subsequently, on 14 January, Moneybox received by post a rejection letter from L in relation to the first request because of the wrong NI number. However, the second request was accepted by L and the money transferred into Mrs S's Moneybox ISA on 21 January 2025.

Mrs S complained to Moneybox. It said that it wasn't at fault in respect of the delay in the ISA being transferred. However, it recognised that there was some fault in its customer service and offered a goodwill payment of £50.

On referral to the Financial Ombudsman Service our Investigator said she couldn't find that Moneybox was at fault.

The matter has been passed 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.

Mrs S's request and the transfer into her new ISA with Moneybox indicates that the process took around six weeks to complete. However, when Mrs S contacted Moneybox to say that she had given the wrong NI number, she was advised that she needed to produce a document to show the correct NI number. I understand Mrs S went ahead with the transfer without this being corrected, as possibly she didn't realise that Moneybox's transfer procedure was automatic, so the request went to L with the wrong NI number.

I further understand that Mrs S might have expected Moneybox to tell her she needed to request the transfer again once she had produced the HMRC letter. However, I think this was a result of Moneybox's customer service department not being aware that the transfer request had already been made.

So, there was some confusion, and when Mrs S submitted her request again, it was missed at first and she had to repeat it seven days later. L then sent a rejection letter in respect of the first request, but I don't think that the second request was held up as it was processed and the funds were received within seven days.

So, I think Moneybox was not at fault in the processing of the transfer of the ISA, but there were some failures of customer service for which I understand it has offered £50. I think that is a fair way of resolving the matter. As far as I am aware the £50 hasn't been paid as yet.

### **My final decision**

Moneybox has already made an offer to pay £50 to settle the complaint and I think this offer is fair in all the circumstances.

So, my decision is that, if it hasn't already done so, Digital Moneybox Limited should pay £50 to Mrs S.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs S to accept or reject my decision before 18 August 2025.

Ray Lawley  
**Ombudsman**