

The complaint

Mr W complains about the actions of Nationwide Building Society (“Nationwide”) in relation to a letter he’d requested.

What happened

Mr W had a mortgage with Nationwide that was redeemed in 2016. He also had a policy with a business I’ll refer to as “R”.

By January 2017 the mortgage had been redeemed. Nationwide sent a Letter of No Further Interest (“LONFI”) about the policy to Mr W at his new address. It also sent a similar letter to R. The LONFI made it clear that Nationwide had no further interest in Mr W’s policy with R.

In April 2024 Mr W asked Nationwide to provide another LONFI to him and R. He felt he needed that to ensure that R paid him money in relation to the policy.

Nationwide issued a new version of the LONFI to Mr W and R in April 2024. However, it sent the LONFI to Mr W at his old address and another version of the LONFI to R that only referred to the policy number – it didn’t include Mr W’s name.

After that Nationwide issued another LONFI to both Mr W and R on 5 June 2024. Mr W’s name was spelt incorrectly in both letters.

Nationwide issued further versions of the LONFI to Mr W and R on 11 June 2024. Both letters were issued in another name – the name that Mr W used for banking purposes. By that time he’d changed his name for banking purposes.

Mr W complained to Nationwide about the customer service he had received. He said he’d had to phone, email and go into branch numerous times to resolve the matter, and that Nationwide’s mistakes had delayed him getting money from R. He was unhappy about the way Nationwide had handled the matter and the tone of some of its communications.

Mr W received the money from his policy with R on 14 August 2024 after he’d sent it the relevant form in July 2025.

Nationwide issued a final response letter on 27 August 2024. It apologised for what happened. It said that the team that dealt with Mr W’s request for LONFI had been confused by Mr W’s change in identity for banking purposes - there was confusion between the historic information in its records and the current details it held for Mr W. Nationwide put £200 (£100 more than the compensation it had previously offered him) into Mr W’s current account to recognise the poor service and distress it had caused him. Mr W had also complained about the delay in getting a final response from Nationwide. Nationwide said the offer of £200 compensation covered that too.

Nationwide said it wasn’t required to send him a LONFI in 2024 given that it had sent R the original LONFI in 2017 and his mortgage account had been closed seven years before. It also said it wasn’t responsible for third party enquiries into Mr W’s identity and the delays

that stemmed from that.

Nationwide issued a second final response letter on 2 September 2024, it put another £25 into Mr W's current account to recognise the service Mr W had received on the phone with one of its advisors.

Our investigator looked into what happened. She thought the £225 compensation Nationwide had paid Mr W was a fair and reasonable amount to cover him for this matter.

Mr W didn't agree with our investigator. He thought he should be awarded more compensation for what happened. He asked for his complaint to be reviewed by an ombudsman. So this complaint was passed to me to decide.

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 I've come to the same conclusion as our investigator. I'll explain why.

There's no dispute that Mr W had poor service from Nationwide after he asked it for another LONFI in 2024. Nationwide says the £225 it has paid into his current account reflects this.

Mr W says the £225 compensation isn't enough to reflect the stress and anxiety caused, and the delay it caused to him getting money from R under the policy. He told us he felt R would use any excuse it could to delay paying him, so it was important that the paperwork it was sent was correct. In addition he was genuinely worried about his personal data being disclosed to strangers when Nationwide sent the LONFI to the wrong address.

I appreciate what Mr W has told us. Mr W has told us about his health concerns that he says exacerbated the impact of Nationwide's mistakes on him. I'm sorry to hear about those concerns.

I've considered those points along with the nature and extent of the customer service mistakes Nationwide made.

Nationwide made a number of separate mistakes in the LONFIs it sent in 2024 and the phone call it compensated Mr W for. I've no doubt that Mr W found those mistakes extremely frustrating. He has talked about Nationwide making one mistake after another and how he thinks it should be held accountable for what happened. I understand Mr W's position. However, I'm satisfied that £225 compensation is in line with the awards the Financial Ombudsman Service would offer in circumstances where there has been repeated small errors that have occurred over several weeks.

Mr W says that the level of compensation Nationwide has paid him (£225) is low enough for it to effectively brush what happened aside. He said that's not enough money for Nationwide to learn from its mistakes. I appreciate Mr W's point of view, but my role isn't to punish Nationwide for its mistakes. My role is to consider whether the compensation Mr W has been paid fairly reflects what happened and the impact of it on him.

Mr W feels that Nationwide is responsible for the delay in getting his money from R. I understand why he feels that way, but I don't think that's the case. Mr W has told us that he was advised by a third party to get a new LONFI from Nationwide in 2024 to facilitate the payment from R. I appreciate why he accepted that advice and why he felt he needed the new LONFI. But he didn't need a new LONFI to be issued in 2024 to ensure that R was in a

position to pay him. I say that because it's clear from the evidence that has been provided in this complaint that Nationwide had sent the original LONFI to R in 2017 and that R had that letter on file. So another LONFI wasn't required.

In the circumstances, I don't think it would be fair and reasonable for me to hold Nationwide responsible for the delay in getting the payment from R, so it follows that I don't think it would be fair and reasonable for Nationwide to pay Mr W "lost interest" on his money from R as Mr W has suggested. Mr W thinks Nationwide should have told him it didn't need to issue a new LONFI in 2024. I think that would have been helpful. But I can't say that Nationwide was required to do that. It's not clear from the information that has been provided to me exactly what information the different people Mr W spoke to at Nationwide knew about the 2017 letters.

I appreciate that Mr W is likely to be disappointed by the outcome of this complaint. However, for the reasons set out above, I don't think Nationwide needs to do more to resolve this complaint.

My final decision

For the reasons set out above, my final decision is that Nationwide Building Society doesn't need to do more to resolve this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr W to accept or reject my decision before 14 August 2025.

Laura Forster
Ombudsman