

## **The complaint**

Mr S complains about the way that Digital Moneybox Limited trading as Moneybox dealt with his account.

## **What happened**

In early December 2024, Mr S applied for a variable cash Individual Savings Account (ISA) with Moneybox which offered a variable interest rate of 4.7%, with a 12-month fixed bonus payable of 0.47%. This gave a combined rate of 5.17%.

After Mr S had deposited funds into the account, he was unhappy to find that the interest rate had reduced to 4.92%. Mr S also complained to Moneybox that it had only started to pay interest on his funds from 9 December 2024, rather than the date on which he applied and transferred funds.

Moneybox didn't agree that it had made a mistake. It told Mr S that it had displayed an in-app message on 4 December 2024 about the rate decrease. Moneybox said that it had transferred funds to his ISA account within its stated time limit.

When our investigator first considered Mr S's complaint, he didn't think the in-app message about the upcoming interest rate decrease was sufficiently clear. So, our investigator asked Moneybox to pay Mr S the difference between the interest rate of 5.17% and 4.92% calculated until the rate change had changed or it believed it had changed.

Our investigator didn't agree that Moneybox had done anything wrong by not starting to apply interest until 9 December 2024.

Moneybox disagreed with the investigation outcome. It said that when a new customer opens an account with an impending rate change, it displays a prominent in-app message highlighting the change which the customer has to acknowledge before being allowed to continue.

Moneybox said that when Mr S opened his Cash ISA on 4 December 2024, he would have been presented with the notification of the rate change for 17 December 2024. Moneybox gave our investigator evidence that Mr S logged into the app over several different days prior to the rate change. Moneybox said that it would have displayed an in-app notification on the home page each time.

After considering this information, our investigator revised his view. He thought that by showing the in-app message about the interest rate decrease on several occasions, Moneybox had acted fairly. So, our investigator no longer asked Moneybox to take any action in response to Mr S's complaint.

Mr S is unhappy with the investigation outcome. He says he has no recollection of seeing the in-app notifications and asks at what point in the process Moneybox would have presented these notifications. Mr S says that when using the app, he has to click three times to view the impending interest rate changes. So, he thinks the notifications are less

prominent than Moneybox made it seem to our investigator.

Mr S has attached an email from Moneybox notifying him that his ISA transfer completed on 6 December 2024. So, he questions why there would be a delay in paying interest given that electronic transfers are instant.

As Mr S disagrees with the investigation outcome, the complaint has come to me to make a final decision.

### **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 realise that I have summarised this complaint in less detail than the parties and that I have done so using my own words. The rules which govern us, together with our informal nature allow me to take this approach. But this doesn't mean I have not read and considered everything the parties have supplied to us.

In cases where the evidence is incomplete, inconclusive, or contradictory (as some of it is here), I make my decision based on what I consider is more likely to have happened in light of the available evidence and wider circumstances.

I appreciate that Mr S's motivation when pursuing his complaint is to call out unfair practice and help Moneybox learn from his experience. The Financial Ombudsman doesn't regulate the businesses we cover – that role falls to the FCA. So, my role is limited to deciding whether Moneybox has made a mistake or treated Mr S unfairly. Having done so, I don't consider Moneybox needs to take further action in response to Mr S's complaint and will explain why.

#### Delay in payment of interest

Mr S has supplied an email from Moneybox which acknowledges that the ISA transfer completed on 6 December 2024. Understandably, Mr S asks why Moneybox didn't pay him interest on his funds from this date, rather than 9 December 2024.

However, I am satisfied by Moneybox's explanation to Mr S that once funds are received, it takes one working day for them to settle with its' partner bank to start earning interest. The terms of Mr S's account explain that once it receives money, it transfers it to the relevant client money bank account. And that when money moves through a client bank account on its way into the applicable Moneybox product, it won't earn interest.

In Mr S's case, Moneybox received the transfer of funds on 6 December 2024 and started to pay interest on the next working day – 9 December 2024. So, I don't find there was any delay on Moneybox's part.

#### In-app notifications

Although Mr S would have preferred that Moneybox send him an email about the change in rate, it is not obliged to do so. The terms of its' account allow Moneybox to notify customers either by email or through its app.

Moneybox has supplied a copy of the screen it says would have been presented to Mr S

before he could open the ISA. This refers to an upcoming rate decrease and requires the customer to acknowledge this before proceeding with the application to open the ISA. I take Mr S's point that digital systems are not always foolproof, and I don't doubt that he doesn't recall seeing this message. But based on the app activity information it has provided for Mr S, and the associated screen information, it seems more likely that it made the rate information available on the app at the time when Mr S applied for the ISA.

Moneybox has provided evidence which records Mr S's in-app activity over several days before the interest rate reduced on 17 December 2024. Again, I appreciate that Mr S might not recall seeing information about the rate decrease – at least not in a way which he considers was prominent enough. But I think that by displaying the kind of notification which Moneybox has given us an example of on its home page, Moneybox did enough to notify Mr S of the upcoming reduction in interest. I understand that Mr S doesn't recall seeing the in-app notifications and has provided evidence that it can take him a few clicks to be presented with certain notifications. But I don't think this means that Moneybox didn't display the notifications in line with its usual process.

If Mr S remains unhappy with the way that Moneybox manages customer accounts, he can of course raise this with the regulator, the FCA. But based on what I have seen, I am not persuaded that Moneybox made a mistake or treated Mr S unfairly so I don't uphold his complaint.

### **My final decision**

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 15 July 2025.

Gemma Bowen  
**Ombudsman**