

The complaint

Mrs H complains that TSB Bank plc delayed a payment which was due to credit her account. She also complains about the issues she says this caused.

What happened

TSB was experiencing problems which meant there were delays in Bacs payments crediting its customers' accounts. Mrs H was expecting a benefits payment on 24 September 2024, but it didn't arrive at the time she expected it. Mrs H says she contacted HMRC to find out where the payment was. She has told our service that the conversation resulted in her being placed on a type of benefit which would pay her a lower amount than she'd previously received.

Mrs H held TSB responsible for this and complained. In its response, TSB said it was sorry for the delay, but that she should speak with HMRC about its decision. It credited Mrs H with £50, stating the payment was for poor service. It also offered to reimburse Mrs H for any expenses she incurred as a result of the delayed payment, and asked her to provide supporting evidence of additional costs for review.

Mrs H wasn't satisfied with TSB's response and complained to our service. She explained that because of her extremely challenging personal circumstances, the delay in account credit caused significant impact to her and her family. This meant that, amongst other things, her food shopping wasn't delivered at its usual time, causing her children to become distressed.

Our Investigator felt TSB's offer of £50 did enough to compensate Mrs H for the impact of the delayed credit. While she felt TSB should have told Mrs H sooner about the issue with Bacs payments, she didn't think TSB was to blame for the change in benefits. She also hadn't been presented with any evidence which persuaded her Mrs H's food shopping order was cancelled, or that this was TSB's fault.

Mrs H disagreed with the Investigator's findings. She cited her own disability as a factor to her complaint, and didn't think it had been considered, or that the Investigator had considered relevant legislation when arriving at her outcome.

As no agreement could be reached, the case was passed to me to decide. I should mention that whilst Mrs H has raised other points of concern about TSB, only the matters described above are covered in this 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.

Having done so, I won't be upholding this complaint. I realise this will be disappointing for Mrs H, so I've explained why below.

I'd like to make it clear my decision in no way seeks to diminish the very challenging circumstances Mrs H describes in her submissions to TSB or our service. I recognise the difficulties she reports in her personal circumstances and I'm very sorry to hear about how deeply her situation has affected her and her family.

With the above in mind, I think it's important to explain that my role here is to think about whether TSB did something wrong which caused Mrs H to lose out. If I decide it did, I can then think about what – if anything – it should do to set matters right. To help me with this, I've taken into account the submissions from Mrs H and TSB, including the action TSB has already taken to compensate Mrs H. But if there's something I've not mentioned, it isn't because I've ignored it – I haven't. I'm satisfied I don't need to comment on every individual point or argument to be able to reach what I think is the right outcome. Our rules allow me to do this. This simply reflects the informal nature of our service as a free alternative to the courts.

I mention this because there will sometimes be a degree of inconvenience when dealing with a financial business. In many cases, even though there has been a certain amount of inconvenience or distress, it may not be appropriate for me to tell a bank to pay compensation, particularly where it has apologised and paid a suitable amount of compensation already – as is the case here.

Neither party disputes that the credit to Mrs H's account was late, and that this was likely caused by an issue with TSB's systems. Though it was late, I'm mindful that the payment was credited on the intended day, and that Mrs H's account remained in credit throughout.

I've seen no persuasive evidence that HMRC's decision regarding Mrs H's benefits was as a result of a failing on TSB's part. Nor have I seen evidence of Mrs H going without her food shopping, or, crucially, that TSB was to blame. I say this as her statements show a successful payment to a supermarket on the day before the issue occurred, but there is no refund in the period that followed. I highlight the lack of refund as this might have indicated an unfulfilled agreement on the part of the supermarket. But even if the payment mentioned above doesn't relate to Mrs H's food shop, TSB has shown our service that there were no declined payments on Mrs H's account during the period this complaint covers. And so I'm not persuaded TSB caused Mrs H's food shopping to be delayed or cancelled. This therefore means I don't think TSB is responsible for the effect she says this had on her family. I also haven't seen evidence of financial hardship, or of any expenses which Mrs H incurred as a result of the issue.

Mrs H has raised concerns about how her disability has been taken into consideration when assessing her complaint. In particular, she believes relevant regulation or legislation hasn't been considered correctly. Whilst I have, of course, thought very carefully about the circumstances of the complaint alongside all relevant regulation and legislation, my role here is to decide what I consider to be the fairest outcome in all circumstances of the complaint. And whilst I have given Mrs H's disability consideration, for the reasons I've already mentioned, I'm not persuaded TSB's failing caused distress beyond what it has already compensated for, and so I don't think it should do more to compensate Mrs H.

Whilst Mrs H has argued TSB should have made her aware of the issue sooner than it did, and in the format she needed, I'm not persuaded that the issues that followed were, more likely than not, caused by any failing from TSB, so I don't think there was sufficient impact here for me to direct TSB to make a further payment.

As I mentioned at the start of my findings, before I can direct a business to make a payment of compensation, I must not only be satisfied that it likely made a failing which caused its customer to lose out in some way, but that it hasn't already taken adequate steps to

compensate its customer for any harm it has caused. And while I know this isn't the answer Mrs H wanted, I'm of the opinion that the measures taken by TSB do enough to compensate her for the impact of the matters covered in this decision.

My final decision

My final decision is I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs H to accept or reject my decision before 6 August 2025.

James Akehurst
Ombudsman