

The complaint

Miss T complains about Santander UK Plc.

She would like Santander to pay her more compensation for the service it provided to her when she fell victim to a scam.

What happened

In November 2024, Miss T made a credit card payment of £760 to what she believed was a travel agent – however a week later she realised that the reference number she had been provided was fake, and that the payment had actually gone to a convenience store.

Miss T raised the issue with Santander on 26 November 2024 – however on the 28 November 2024 it told Miss T that it wasn't liable for the loss as it had been approved via its app. Miss T then made a complaint about this.

Santander didn't uphold her complaint. It said in its final response of 30 January 2025 that the payment wasn't covered by the Lending Standard's Boards Contingency Reimbursement Model Code (The CRM code). On 15 February 2025, it wrote to Miss T again and said as it hadn't received enough information to dispute the payment, it was closing the claim.

Miss T then brought her complaint to this Service, and a request for information about what had happened was sent to Santander. On 31 March 2025, Santander told this Service that it had now raised a chargeback on the payment and was offering Miss T an additional £120 in compensation in recognition of the incorrect information it gave to Miss T and the delay it had caused.

Our Investigator wrote to Miss T and explained that while Santander had provided poor service and conflicting information, they were satisfied that the offer of compensation was fair.

Miss T disagreed and asked for an Ombudsman 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.

Having done so, I am not going to ask Santander to pay Miss T any further compensation than it has already and think that the £120 fairly compensates Miss T for Santander's failures on this occasion. I know that this will be disappointing for Miss T, so I'll explain why.

I should start by saying that it's clear Santander has let Miss T down here – it has provided conflicting information to her and delayed a refund of her scam payment which could have been avoided had it not made the errors that it did. It is also clear that had Santander raised the chargeback back when Miss T first reported the issue to it, it would likely have been successful at this time.

Ultimately, Miss T has been without her funds for an extended period of time and has had to take unnecessary further steps in order to get Santander to do the right thing.

However, I am satisfied that the offer of compensation is in line with the level of compensation that this Service would usually award given the circumstances of this complaint. The role of this Service is not to apply punitive measures, and our awards for compensation are modest.

So, while I recognise that Miss T is rightly upset and annoyed about what has happened, I do not think that a higher award is necessary given the circumstances.

My final decision

I don't direct Santander UK Plc to pay any more compensation that it has already offered to do – if it hasn't already done so, it should arrange payment as soon as possible.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss T to accept or reject my decision before 3 December 2025.

Claire Pugh
Ombudsman