

The complaint

Mr B complains that Cynergy Bank Plc provided poor service and didn't confirm he'd deposited money into his ISA or respond to him quickly enough.

What happened

Mr B explains he opened an ISA and sent £20,000 to it from his other bank on 11 February 2025. He says he didn't receive confirmation and contacted Cynergy Bank on 12 February 2025. He's unhappy it didn't call him until 17 February 2025 and he decided to close his account.

Cynergy Bank said that it had received a 'contact us' message from Mr B on Wednesday 12 February 2025. And that it had responded in the three working day period given on the form when it was submitted. It said Mr B had been having problems accessing online banking. And had decided to close his account and the funds were returned to his bank account on 18 February 2025. Cynergy Bank said it didn't uphold his complaint.

Our investigator didn't recommend that Cynergy Bank take any further action. She said that it had shown it sent Mr B an email on 9 February 2025 when his account was opened. And this stated that following him then making a deposit he'd receive an ISA certificate. And to get in touch if this hadn't been received in seven working days. She'd a copy of the certificate dated 11 February 2025 and which Cynergy Bank said had been posted on 12 February 2025. She noted that this was sent in line with the timescale of up to seven working days given in the terms and conditions for the account. And that these also stated that the account and balance could be viewed online. Our investigator didn't consider Cynergy Bank had made a mistake and said it couldn't be responsible for the postal service. And in response to Mr B's request it had phoned him in three working days which took an intervening weekend into account. While she understood Mr B's concern that he'd been scammed she didn't think Cynergy Bank had acted unreasonably.

Mr B didn't agree and wanted his complaint to be reviewed. He said that he'd received nothing in the post. He'd made several attempts to call and the first response was on Monday 17 February 2025, several days after his message. Mr B said he'd thought he'd been conned. He said if Cynergy Bank hadn't made a mistake then why was the person he'd spoken to there been so apologetic. Mr B said he thought that this service was easily fooled and what we'd been told wasn't true. He said he's not looking for compensation and anything we'd award should go to charity.

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 don't doubt that Mr B believed he'd been the victim of a scam and was worried about this. He'd sent significant funds to Cynergy Bank and not had a confirmation. And he was having difficulty getting in touch with it and it seems couldn't access online banking. His concern was such that even when he found out his money was safe; he didn't want to continue with

the account. And explained he gave up that interest rate for a lower one elsewhere.

We don't have a role in reviewing the processes for Cynergy Bank as we're not the regulator. And here Cynergy Bank accepted that it wouldn't necessarily have expected Mr B to have received the ISA certificate by the time it spoke to him. As already referred to its terms and conditions state that up to seven working days should be allowed for the confirmation. I accept the evidence shows that this was sent and I can't resolve or fairly hold Cynergy Bank responsible for what happened to the certificate in the postal system.

Mr B wasn't able to use online banking. And then couldn't contact Cynergy Bank as quickly as he wanted. That period he waited may have made a real difference had his money been lost. But I take into account what did here happen to his money and not what he thought might have happened. Cynergy Bank responded to Mr B in the timescale it allows and told him it would. He did have a phone number for it and the option of contacting the bank he'd sent the money from if as he believed he'd been conned. I don't find on balance that Cynergy Bank has made a mistake or acted unreasonably here when dealing with Mr B. But it did recognise his distress at the situation and apologised for that on the phone and in its final response letter.

I know Mr B will be disappointed when I say that for the reasons I've given, I won't be requiring it to do anything more.

My final decision

My decision is that I do not uphold this complaint.

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

Michael Crewe
Ombudsman