

## **The complaint**

Mr C complains that Interactive Brokers (U.K.) Limited (“IB”) failed to credit his account with the money he’d transferred. He wants IB to pay him lost interest and compensation for his time.

## **What happened**

Mr C has an execution only share dealing account with IB. In September 2024, he gave instructions to his bank in Germany to transfer Canadian Dollars (“CAD”) into his IB account. In February 2025, he complained to IB that, even though it said it would accept a CAD transfer, it rejected it and returned the money to his account in Germany. He said he’d lost CAD826 in interest.

IB said it never received Mr C’s CAD transfer, so it wasn’t responsible for it being rejected and didn’t know the reason for the rejection.

Our investigator didn’t recommend that the complaint should be upheld. She said IB had no record of the money entering its system and that Mr C should have followed up with the sending bank when the money wasn’t credited to his IB account.

Mr C didn’t agree. He said, in summary, that the sending bank had acted properly and it was IB’s fault that the transfer was rejected.

## **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 find I have come to the same conclusion as the investigator for much the same reasons.

As IB explained in response to Mr C’s complaint, there can be a number of reasons why a payment transfer might fail; such as the instructions being incomplete or incorrect, or technical issues during the transfer. Whilst I can’t say why Mr C’s transfer failed, IB told us it didn’t reject it. Rather, it has no record of it, or its bank, ever receiving the transfer. This suggests that, despite what Mr C believes, something went wrong before the money was able to reach IB.

IB recommended Mr C contact the bank in Germany, as the remitter of the payment, to find out why the payment didn’t reach Mr C’s IB account. I think this was appropriate in the circumstances.

Whatever the reason, I’ve not seen evidence to show IB was at fault here. So I can’t order it to compensate Mr C, or pay him the interest he says he has lost out on. I understand the money was returned to Mr C’s bank account in Germany. Any delay in the money being returned wasn’t IB’s fault as it, and its bank, never received the money so wasn’t responsible for returning it.

**My final decision**

For the reasons I've explained, my final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 2 September 2025.

Elizabeth Dawes  
**Ombudsman**