

The complaint

Mrs B complains that HSBC UK Bank Plc haven't returned money to her.

What happened

Mrs B made a payment from an account she held with another bank (who, I'll call B) to her HSBC Partnership Card. She paid too much and on a call with HSBC they incorrectly advised her it would be possible to send that overpayment to her current account, when in reality it needed to be returned to the account with B from which it was sent. HSBC returned the payment to B on 5 August 2024, but B said they subsequently returned the payment to HSBC.

Frustrated by the lack of a resolution Mrs B referred her complaint to this Service. Our investigator didn't think it was likely to be HSBC's fault that the money wasn't properly refunded, he thought the £200 compensation HSBC had offered Mrs B in respect of the inaccurate advice they'd provided, was fair. He thought they should pay an additional £100 in compensation as they'd told Mrs B they'd completed a payment recall when they hadn't.

HSBC accepted that resolution, but Mrs B didn't. She asked for a final decision by an ombudsman.

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 can understand Mrs B's frustration here but on the evidence I have I don't think it's likely HSBC are at fault for the missing refund. I agree with the compensation our investigator has suggested. I'll explain why.

Where the information I've got is incomplete, unclear, or contradictory, as some of it is here, I have to base my decision on the balance of probabilities.

I've read and considered the whole file, but I'll concentrate my comments on what I think is relevant. If I don't comment on any specific point, it's not because I've failed to take it on board and think about it but because I don't think I need to comment on it in order to reach what I think is the right outcome.

HSBC have provided tracking information that shows they returned the disputed £6808.06 to B on 5 August 2024 with accompanying information to show which account it was to credit. I've not seen any evidence from B to demonstrate they returned that money to HSBC so, on balance, I'm persuaded that it's likely HSBC have done what they say they did and that they have completed the refund.

HSBC provided incorrect information to Mrs B. They told her that the money could be refunded to her current account when, in fact, it had to be returned to sender. They paid Mrs B £200 to compensate her for the distress and inconvenience caused and I think that

was fair. HSBC also told Mrs B that they had completed a recall of the funds sent to B, but they hadn't and that caused some delay for Mrs B while she waited for the result of that recall. In the circumstances I would agree that some redress is warranted in respect of the distress and inconvenience caused and I'm asking HSBC to pay Mrs B a further £100.

My final decision

For the reasons I've given above, I uphold this complaint in part and tell HSBC UK Bank Plc to pay Mrs B a further £100 in compensation.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs B to accept or reject my decision before 25 August 2025.

Phillip McMahon
Ombudsman