

The complaint

Mr O complains HSBC UK Bank Plc won't refund the full amount of money he lost to a scam.

What happened

Our investigator didn't uphold the complaint. She didn't think any of the payments looked suspicious such that HSBC ought to have made additional checks before processing any of them.

Mr O's representative has asked for the matter to be referred to a 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.

I'm very aware that I've summarised this complaint briefly, in less detail than has been provided, and in my own words. No discourtesy is intended by this. Instead, I've focussed on what I think is the heart of the matter here. 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.

Having taken into account longstanding regulatory expectations and requirements, and what I consider to be good industry practice, HSBC ought to have been on the look-out for the possibility of fraud and made additional checks before processing payments in some circumstances.

I have reviewed Mr O's account and the payments he made to the scam. Having considered when they were made, their value and who they were made to, I'm not persuaded HSBC ought to have found any of the payments suspicious, such that it ought to have made enquires of Mr O before processing them.

It's also worth noting that Mr O hasn't sent any evidence to show he sent and lost this money to a scammer.

So, I don't find there were any failings on HSBC's part that would lead me to uphold this complaint.

My final decision

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr O to accept or reject my decision before 17 September 2025.

Tom Wagstaff
Ombudsman