

The complaint

Ms L complains Trading 212 UK Limited didn't help her enough when she had problems making an instant transfer causing her to lose out on interest, distress and inconvenience.

What happened

Ms L has a trading account with Trading 212. She has a bank account elsewhere with a business who I'll refer to as "S" throughout the rest of this decision.

Ms L says she attempted to transfer £30,000 from her account with S to her trading account with Trading 212 on 4 September 2024. She says the payment kept failing despite her having sufficient funds in her account and S authorising the payment. Ms L contacted Trading 212 for help using its live chat service. She says that she didn't get an immediate reply, despite her query being urgent, and when she did get replies they weren't helpful. She says, for example, that agents explained step by step how to transfer money and that she had to follow the steps correctly and that if the payment had failed as an instant transfer, then it would likely come through in three business days. Ms L ended up complaining.

Trading 212 looked into Ms L's complaint and said that it couldn't take money from her account with S based on the information she'd provided. Trading 212 apologised for the inconvenience Ms L had been caused and offered as a goodwill gesture a promotional code for a free fractional share worth up to £100. Ms L was unhappy with Trading 212's response and complained to our service.

One of our investigators looked into Ms L's complaint but didn't recommend that it be upheld. Ms L was unhappy with our investigator's recommendation saying that her complaint was more to do with the sub-standard customer service she'd received and not Trading 212 rejecting the transfer itself. She said that she left the £30,000 in her account with S whilst awaiting resolution and cautiously attempted another transfer on 14 October 2024 – over a month later. In other words, she waited for Trading 212's final response. She also said that Trading 212 had never credited its goodwill gesture to her account.

Ms L asked for her complaint to be referred to an ombudsman for a decision. Her complaint was, as a result, passed to me.

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 accept that Trading 212's agents didn't reply to Ms L straightaway when she reached out on its live chat service. More importantly, I can see that Trading 212 has acknowledged that its response times weren't up to its normal standards. For those reasons I agree with Ms L that Trading 212 could have handled this issue better. I can, however, see that Trading 212 offered Ms L a promotional code for a free fractional share worth up to £100 as a goodwill gesture by way of compensation for the inconvenience she'd been caused. I think that was a fair way to resolve her complaint, so I'm going to require Trading 212 to do what it has offered given that Ms L has told us she never received this credit. That way Ms L can make Trading 212's offer legally binding – should she choose to do so – by accepting this decision.

I don't think Trading 212 needs to do more as I'm satisfied that it wasn't responsible for the payment failing and it provided Ms L with appropriate guidance.

Putting things right

Trading 212 has already made an offer which is fair and reasonable.

My final decision

Trading 212 UK Limited has already made an offer to settle this complaint and I think this offer is fair in all the circumstances. So my decision is that Trading 212 UK Limited should pay the credit it has offered Ms L.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms L to accept or reject my decision before 17 February 2026.

Nicolas Atkinson
Ombudsman