DRN-5779023

The complaint

Miss H complains she wasn't able to complete a balance transfer from her Zopa Bank Limited credit card.

What happened

Miss H opened a credit card account with Zopa in June 2024. In early 2025, Miss H attempted to transfer her balance with Zopa to another credit card with a firm I'll call "N", to take advantage of a 0% interest promotion.

However, when Miss H attempted the balance transfer through N this failed. Miss H says N said this was because of the method Zopa required a balance transfer to be completed, which wasn't in line with standard industry practice.

Miss H called Zopa in February 2025 and was told a transfer would need to made using Zopa's sort code and account number, which wasn't the standard practice. As a result, Miss H says she wasn't able to complete the transfer within N's promotional period, meaning she lost out on the 0% interest benefit. Miss H consequently complained.

Zopa apologised for the advice Miss H was given in February 2025 and said while this had been its previous method for balance transfers, it had since amended its process to align with how other credit card providers completed balance transfers. To apologise for giving the incorrect information, Zopa offered to reimburse the interest that had been applied to Miss H's account from 13 March 2025 to its final response issued on 12 June 2025, totalling £92.79.

Unhappy with Zopa's response, Miss H referred her complaint to the Financial Ombudsman. One of our Investigator's looked into what had happened. He explained that since June 2024, Zopa had implemented the standard industry process for balance transfers but acknowledged this hadn't always been made clear to customers. Overall, he thought Zopa's response to the complaint was fair, so didn't recommend it do anything further.

Miss H disagreed with our Investigator's opinion. She said that but for Zopa's mis-advice in February 2025, she would have been able to take advantage of the balance transfer to N and it's 0% interest promotion.

As the matter wasn't resolved, the complaint has been passed to me to decide.

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've given consideration to the relevant rules and regulations applicable to this complaint and while I may not comment on everything (only what I consider is key) this is not meant as a discourtesy to either party, rather reflects the informal nature of our service.

Having done so, I've reached the same conclusions as our Investigator for broadly the same reasons. I appreciate this answer will come as a disappointment to Miss H; however, I won't be directing Zopa to do anything further in relation to this complaint.

I note Miss H has referenced another decision our Service issued, However, my role is to decide each complaint on its own merits and while complaints may appear similar on the face of it, this may not reflect the subtleties of each case.

Zopa's explained it previously had a different process to other credit card providers for completing balance transfers and this caused problems for its customers. This in part led to Zopa implementing the industry standard process in June 2024.

While I acknowledge Miss H attempted a balance transfer through N in early 2025, I haven't seen anything to say the reason this failed was due to an error by Zopa.

Zopa has explained that some balance transfers for its customers weren't successful as other credit card providers didn't hold its up to date account number and sort code. However, if this is the reason the balance transfer wasn't successful, I wouldn't find this was solely due to an error made by Zopa. It's outside Zopa's control what details other providers such as N hold for it. So, on this basis, I'm haven't seen sufficient evidence to say the reason the balance transfer through N failed, was due to an error made by Zopa.

All parties however accept that when Miss H asked Zopa for help in February 2025, it gave the wrong advice, meaning Miss H didn't think it was possible to achieve a balance transfer. Had Zopa given the correct advice during this call, it's likely Miss H would have attempted to transfer her credit card balance again to N.

Our Investigator asked Miss H for details of the promotion offered by N, such as how long the offer was available for, and the length of the 0% interest period. I can't see that we've received this information. It's therefore not possible for me to say with certainty what any loss to Miss H may have been.

Zopa has paid Miss H the equivalent of three months interest to apologise for the advice it have in February 2025. Without evidence to demonstrate Miss H suffered a greater loss, due to the errors made by Zopa during the call in February 2025, or that Miss H wasn't able to take advantage of another balance transfer when Zopa clarified its process, in response to her complaint, I don't then find Zopa must pay further compensation.

As a result, based on the information provided, I find Zopa's response to Miss H's complaint and payment of compensation reasonable in the circumstances. So, I won't be directing it to do anything further.

My final decision

For the reasons I've explained above, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss H to accept or reject my decision before 9 January 2026.

Christopher Convery
Ombudsman