

The complaint

Mr R complains that Yorkshire Building Society (YBS) didn't give him sufficient warning when he transferred money from his current ISA to his new ISA, that he would lose his ISA tax allowance for the year.

He also says that when he discussed this with YBS they agreed improvements needed to be made to their website, so that it was clear what type of transfer was required to ensure the money was moved within the ISA system. YBS, maintain they made no error and there was sufficient warning.

As a gesture of goodwill, YBS have agreed to reinstate Mr R's account, ensuring the transfers made in October 2024 are treated as the previous years' subscription – preserving his full ISA allowance for the tax year 2024/2025. But Mr R wants YBS to admit that it was at fault and the information was not clear at the time he made the transfers.

The details of this complaint are well known to both parties, so I won't repeat everything again here. Instead, I will focus on giving the reasons for my 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.

- Mr R says the information wasn't clear when he made the transfers in October 2024 that he was moving money out of his ISA. He says he cannot remember seeing any warning signs, or information telling him he would lose his ISA tax-free allowance.

YBS have provided screenshots of the information they say Mr R would've seen when he clicked on the screen to make a transfer or payment from his ISA in October 2024. The box which details this information has a yellow line surrounding it, with a yellow warning sign - which reinforces the importance of reading it before going ahead with a transfer. The information provided in the warning box makes it clear what type of transfer was required to ensure Mr R protected his ISA tax free allowance, and how best to do that.

Where there is a dispute about what happened, I must make my decision on the balance of probabilities. In other words, on what I consider is more likely than not to have happened based on the available evidence. Given that YBS has been able to provide screenshots from the time, I think it's most likely that this was shown on screen to Mr R before he made the transfer. It therefore follows, that I think Mr R was given sufficient warning about the type of transfer he needed to make and the consequences of making the wrong transfer.

I'm aware YBS has since made updates to its website to provide even further clarification. Screenshots of this have also been provided. I accept the updates mean the information is clearer – but I still don't think this means YBS has done something wrong or needs to do anything to put things right. Businesses regularly review and

update their online content, so I don't necessarily think this has come about because of Mr R's complaint.

- I've listened to the call Mr R had with YBS. The call centres around the issue with the transfer Mr R made. The agent explains to Mr R that the transfer made will unfortunately count towards his subscription for the year. He also goes on to say;

'I understand... there is work going on in the background to make the wording more forceful'

The telephone call was amicable, and Mr R accepted what the agent said and acknowledged he needs be more careful in future.

I do not agree the agent admitted that YBS were at fault – but I do agree the agent recognises Mr R's frustration and advises that improvements are being made to assist customers in future. Whilst the telephone call clarifies what happened when Mr R raised his concerns – I do not think it means YBS need to do anything further.

- YBS have agreed, as a gesture of goodwill, to re-instate Mr R's ISA account, ensuring the transfers made in October 2024 are treated as the previous years' subscription – preserving his full ISA allowance for the tax year 2024/2025. Given that I do not think YBS has done anything wrong, this isn't something I would expect them to do. So if Mr R would like to accept this gesture of goodwill, he should liaise with YBS directly.

My final decision

For the reasons I've explained above, I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr R to accept or reject my decision before 21 October 2025.

Rachel Killian
Ombudsman