

## **The complaint**

Mrs C complains that Clydesdale Bank Plc trading as Virgin Money was responsible for a long delay in transferring her ISA to another provider.

## **What happened**

In 2024 Mrs C contacted Virgin Money as she had wanted to close her late husband's accounts. She says she posted an APS (additional permitted subscription allowance) form to Virgin Money in August 2024. She received no reply and sent another form by email in September 2024.

Virgin Money transferred the funds under the APS into a new ISA. It wrote to her advising of this in September 2024 and also confirmed that two other savings accounts had been closed down transferring the monies to Mrs C's account.

Mrs C says she contacted Virgin Money in March 2025 and again in April 2025 to ask for details of her account number as she wished to transfer the ISA to a new provider. However Virgin Money had recorded her National Insurance (NI) number wrongly and also gave Mrs C the wrong account number, so the transfer was declined. When this information was corrected, the transfer went through finally on 19 June 2025.

Mrs C complained to Virgin Money. It accepted that wrong information had been given to her over the phone and by email. On the basis that Mrs C had first requested the account information on 13 April it agreed to pay loss of interest from 14 April until the date of transfer. It further offered to pay Mrs C £250 (later increased to £300) compensation.

Mrs C didn't accept this as she felt it had caused her a lot of distress over a number of months, when she was still dealing with her bereavement. She further said that Virgin Money should be paying interest from September 2024.

On referral to the Financial Ombudsman Service, our Investigator said that Virgin Money had provided a fair and reasonable resolution to the matter.

Mrs C didn't agree, and the matter has been passed to me for review.

## **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.

From the evidence I've seen, Mrs C sent Virgin Money the APS form and instructions concerning closing the ISA and savings accounts in September 2024. She says that she called about closing the accounts in late June 2024 and posted the APS form in August 2024. If the previous one went missing in the post Virgin Money wasn't responsible for this.

As far as I can see Virgin Money took the appropriate action when contacted by Mrs C in September 2024. At that stage she had completed the form so she could benefit from her

late husbands' entitlement to invest in an ISA. This was the APS form and at that stage I've seen no evidence that Mrs C made Virgin Money aware that she wanted to transfer the ISA.

There is evidence that Mrs C contacted Virgin Money in April 2025. At that stage she did want to carry out a transfer, I believe into two ISAs though ultimately, I think this was just one. And Virgin Money did fail to give her accurate information about the account number and it had logged her NI number wrongly. When it declined the transfer because of this, Mrs C only found out from the new provider.

I can understand that this was upsetting to Mrs C. I believe the transfer failed twice. As a result, and Virgin Money accepts this, the ISA transfer was not completed until 19 June 2025. Normally a business has up to 15 working days to complete such a procedure.

I understand that Mrs C was caused distress and inconvenience at a difficult time for her. I appreciate that she didn't chase the matter earlier, but as I've said, I can't see that Virgin Money did anything wrong from September 2024 until April 2025. In my view it was at fault was over the period from April until June 2025. Though Mrs C says that she didn't receive any information about the ISA in September 2024, Virgin Money has shown us what it sent to Mrs C at that time with details of the action it took.

To put matters right I see that Virgin Money did offer £250 compensation, later increased to £300. I think in the circumstances of this case and, bearing in mind awards we've made in similar cases, this was fair and reasonable. So, I propose to ask Virgin Money to pay that.

So far as interest is concerned, Virgin Money has paid any loss of interest by Mrs C not being able to invest into her chosen ISA earlier. This was from 14 April to 19 June 2025 and was paid when it transferred the funds in the ISA to the new provider. I don't think it's reasonable to ask it to pay any further interest since as I've said I've seen no evidence that Mrs C asked for a transfer to be carried out at any earlier date.

### **My final decision**

Virgin Money has already made an offer to pay £300 to settle the complaint and I think this offer is fair in all the circumstances.

So my decision is that Clydesdale Bank Plc trading as Virgin Money should pay £300.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs C to accept or reject my decision before 9 October 2025.

Ray Lawley  
**Ombudsman**