

## **The complaint**

Mr B complains that Barclays Bank UK PLC hasn't reimbursed the money he says he's lost to a scam.

## **What happened**

Mr B says he's fallen victim to an investment scam.

In mid-2023, he sent several payments from his Barclays account to his own account with a legitimate investment platform which I'll refer to as 'S'. Mr B has said that he invested the money transferred to his account with S in shares with a scam company I'll refer to as 'W'. His shares with W have now lost their value.

### *My provisional decision*

I issued my provisional decision on 4 September 2025. I'll set out my findings below.

I haven't seen any persuasive corroborative evidence that the disputed payments out of Mr B's Barclays account were invested with W after reaching his account with S and/or lost to a scam. On that basis, I couldn't fairly or reasonably require Barclays to reimburse him.

Even if the disputed payments were lost to a scam, I'm not persuaded that Barclays should be held liable for the loss of them. That's because, if the bank were to have intervened with the disputed payments, as I might expect it to have done at points, I think it's unlikely that it could've uncovered that a scam was taking place in order to prevent Mr B's financial loss. The disputed payments were sent to a registered company and invested in global market shares through a legitimate investment platform. There wasn't any widely available information at the relevant time which indicated that W was operating a scam. And Mr B appears to have received what he paid for – shares in W. I don't consider that it would be fair to ask Barclays to reimburse a financial loss it cannot reasonably be expected to have prevented.

For the reasons I've explained, I've provisionally decided not to uphold this complaint.

### *Responses to my provisional decision*

Barclays accepted my provisional findings, and Mr B didn't respond to my provisional 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.

As neither party has provided any new information or evidence for me to consider, I see no reason to depart from the conclusions I set out in my provisional decision.

### **My final decision**

For the reasons I've explained, my final decision is that I do not uphold this complaint.

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

Kyley Hanson  
**Ombudsman**