

The complaint

Mr P makes a number of complaints about TSB Bank plc about problems using his account card.

What happened

Mr P says he was unable to use his TSB account card due to problem with the Address Verification System (AVS). In summary he says he was unable to make payments to a number of intended recipients and made repeated contact with TSB in the later part of 2024 into early 2025. Mr P says he was given conflicting information about the problem and spent hours of his time trying to resolve the issue. He would like compensation for what took place.

TSB has provided Mr P with about five or six responses to his complaint and eventually upholding the complaint in part on 6 January 2025 before a further response was provided in March 2025. TSB offered £200 compensation and had previously offered £30 for other parts of the complaint.

Mr P brought his complaint to us and our investigator upheld it, recommending TSB pay Mr P a total of £430 compensation. The investigator thought on balance the problem was with TSB not other businesses involved and that the problems continued after it said the problem had been sorted out. The investigator thought Mr P had been caused a significant level of inconvenience and the problem had prevented him using his account card for other payments.

TSB doesn't accept that view and says it thinks the other business involved may have reversed the payments. It doesn't consider the recommended compensation amount appropriate.

Mr P accepts the investigator's view.

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.

Having done so I have come to the overall view that TSB should pay a total of £430 compensation which I consider is fair and reasonable.

I appreciate Mr P has raised a number of complaints about TSB, but I intend to focus on what I consider are the main issues and explain why I consider the compensation award appropriate.

I am satisfied that on balance the problem with the payments was caused by TSB and not at least three other businesses. I can see that on 6 January 2025 TSB appear to accept the account card problem was due to an address it added or didn't remove. And I have carefully reviewed the information we have received from one of the other businesses involved which appears to confirm the same reason for the problem. I can also see TSB offered £200

compensation which provides additional evidence that the problem was down to it despite then saying the later problems were not due to it.

The main part of this complaint is the level of compensation. I am satisfied this issue was not resolved in a relatively short time period but went on for many months. I accept Mr P spent a considerable amount of time trying to resolve matters not only with TSB but with at least three other businesses. So, I am satisfied Mr P was caused a significant level of distress and inconvenience. And that he was given conflicting information by TSB about the problem. For those reasons I find the compensation award in total of £430 appropriate and that it reflects the other parts of the complaint as well which I need not detail. I also agree with the investigator that TSB ought to have been able to identify the problem far sooner than it did and that the reversed payments would have caused significant inconvenience.

Putting things right

TSB should pay Mr P a total of £430 compensation. It is not clear if a payment of £200 has been made and if so, no doubt TSB can adjust the amount as well as provide Mr P with evidence of a payment.

My final decision

My final decision is that I uphold this complaint and order TSB Bank plc to pay Mr P a total of £430 compensation less any payments already made.

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

David Singh
Ombudsman