

## **The complaint**

Mr M complains about how Nationwide Building Society dealt with a cancelled direct debit and an unauthorised payment.

## **What happened**

Mr M says he cancelled the direct debit payment to an insurance company in early 2025. He says despite this the company took payments on two occasions which were refunded, and he was given £25 compensation. Mr M says on 1 May 2025 he noticed there was a pending payment of £80.58 to the same insurance company. He says he was told by Nationwide that he couldn't cancel the payment which was made using an old account card. Mr M says in summary his money hasn't been protected and he has not been treated fairly by Nationwide. He would like compensation for what took place and for the hours he has spent dealing with this issue.

Nationwide says the direct debit was attempted again by the insurance company within a month of the original attempt for payment. But it accepts it could have dealt with that part of the complaint more appropriately. It has paid £25 compensation. Nationwide says the insurance company made the payment request in May 2025 using an account card which it's entitled to do. It says that is due to the card provider rules. Nationwide accepts it ought to have told Mr M that he could have raised a card dispute and has offered £50 compensation.

Mr M brought his complaint to us and our investigator thought Nationwide had dealt fairly with it. The investigator explained that the card provider rules allowed the insurance company to attempt the payment even if the card itself had been replaced. And that the compensation offer was appropriate for failing to tell Mr M that he could raise a card dispute.

Mr M doesn't accept that 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 conclusion that I don't uphold this complaint, but I make clear I appreciate Mr M's concerns about what has taken place as well as his frustration.

The main part of the complaint is about the pending payment on 1 May 2025. I am satisfied that this was a payment request by the insurance company and didn't have anything to do with the direct debit issue. I appreciate what Mr M says about the account card having been changed but the fact that the payment was able to be made is due to the card provider rules rather than Nationwide. I hope Mr M appreciates that Nationwide is not responsible for the card provider rules and I can see it has fairly explained what took place. So, I don't think Nationwide made a mistake or acted unfairly and that it was the insurance company that made the payment request. And it was that company Mr M was in dispute with.

There is no dispute here that Nationwide ought to have told Mr M that he could raise a card dispute about the payment of £80.58. I can't see that Mr M ever did raise such a dispute, and I don't think he has told us if he has told the insurance company that he intended to do so. In any event I can see that Nationwide has apologised for that and has offered £50 compensation for that part of the complaint which I think is fair and reasonable. I can also see that Nationwide did tell Mr M that he could raise a dispute in a later telephone call.

I don't intend to comment in detail about the direct debit issue. I say that as I can see Nationwide has explained that a second attempt for payment was attempted within a month of the first attempt and can see the direct debit has now been cancelled. I am satisfied Mr M accepted the compensation for what took place which I again think was fair and reasonable. And that the main complaint is about the events in May 2025.

I can't see that Mr M has been paid the £50 compensation offered by Nationwide. It is of course open to Mr M to accept that offer and no doubt he can contact Nationwide if he does wish to accept it.

### **My final decision**

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 29 October 2025.

David Singh  
**Ombudsman**