

The complaint

Mr N complains about how Hampshire Trust Bank Plc (HTB) dealt with an account maturity.

What happened

Mr N says his HTB account matured in April 2025, and he gave it instructions for the money which was in excess of £100,000. He says about £53,000 of his money was sent to the wrong account and remains missing. Mr N says the money should be returned and he should be paid compensation for the distress he was caused. He also says an audit should take place of HTB and that its systems are outdated.

HTB says Mr N gave it maturity instructions which included an account he had which had been closed. It says the money has been returned and says its systems can't tell it if an account has been closed or inactive when verifying it. HTB says it responded to Mr N's complaint within its stated time period.

Mr N brought his complaint to us and our investigator didn't uphold the complaint. The investigator thought Mr N used incorrect bank account details and that HTB hadn't made a mistake. The investigator also thought HTB had responded to Mr N's complaint within stated times.

Mr N doesn't accept that view and he says his closed account details should not have been validated which would have prevented this issue.

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 decision that I do not uphold this complaint.

There is no need for me to set out in detail what took place with the account details provided by Mr N for the maturity of his account. The important fact is that I am satisfied it was Mr N that provided details of an account he held but had closed. I am also satisfied that it was due to that reason that his money went missing and that HTB had no involvement in providing those account details. So, I am satisfied that HTB followed instructions, and it isn't responsible for customers providing incorrect account details in these circumstances. I can see that the money has now been returned to Mr N.

I appreciate that Mr N's main point of complaint is that HTB ought to have systems in place that detect if an account as here is closed. HTB says it does check account details, but its systems can't tell if an account has been closed or inactive.

I make clear to Mr N that we are not HTB's regulator and so it's not our role to tell it what its systems should or should not do. And it is not for us to decide if HTB's systems need auditing as Mr N suggests or to decide if those systems are outdated.

I am satisfied that HTB responded to Mr N in a reasonable time period in line with the time

period it said it would. It follows that I don't think HTB made a mistake or acted unfairly here and so I can't fairly direct it to pay Mr N compensation as he would like.

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 N to accept or reject my decision before 15 November 2025.

David Singh
Ombudsman