

## **The complaint**

Mrs B is unhappy with Saffron Building Society.

Mrs B found out when she went to move her ISA that an old account was still showing on her records. This account said it had £2,137.10 still in it. Mrs B said she assumed the money was hers. When she asked for the money, there were delays and lack of responses from Saffron.

## **What happened**

Mrs B said the old account stayed noted in her record the whole time. She said the previous year there had been a problem when the cash ISA was opened and Saffron closed the account and opened a new one. But she noticed monies were still showing in the old account too.

Mrs B said Saffron now claimed this was an error and she didn't still have this amount in the original account. But Mrs B said she wanted the money refunded to her as she had now budgeted for it. She said even if the account had remained on her record if this was the case it should have been showing at a zero balance.

Saffron confirmed the money had transferred into her new account and the old account should have been noted as non-operational. It also said it should have been showing a zero balance as it was empty, and all funds had been transferred to a new account.

Saffron apologised and for the mistakes made it offered Mrs B £200 as compensation.

Mrs B didn't accept this and brought her complaint to this service.

Our investigator didn't uphold the complaint. He said Saffron had acted fairly and reasonably when it addressed Mrs B's concerns. He noted Saffron had notified Mrs B on 25 September 2024 it was willing to set up an identical cash ISA with the correct interest rate and it wouldn't impact on her annual allowance. It also said it would backdate any interest once the new account was opened. It said the only change would be the maturity date. Our investigator said it was reasonable to suggest Mrs B was aware that these funds weren't available. He said the new cash ISA had been opened and been credited with the same amount of funds as had been held in the original ISA. He said he felt the offer of £200 was fair and reasonable in the circumstances.

Mrs B remained unhappy and asked for her complaint to be passed to an ombudsman for a final 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.

This is an informal service so I'm not going to comment on everything included within this complaint. Instead, I'm going to stick to what I think are the central points that apply. I can confirm all of the evidence provided by both sides has been considered.

Mrs B said she had spoken to a Saffron member of staff in 2024 about the ISA issues and he was dealing with the internal IT department. But she said she didn't get any further responses and felt she had been forgotten about. Mrs B had pointed out there were problems with the interest rate noted against her first account when it was set up.

She said when she then decided she wanted to move her money at ISA maturity she said *"I realised the one with £2137.10 was still there and it came to light that it wasn't sorted still completely as the old broken ISA was still showing in my account."*

Mrs B continued *"Therefore I assumed this amount was mine. There was no message saying what had happened nor was the old account showing as zero. There should have been something to show that this account was broken and no longer my money."*

Mrs B felt nothing was made clear to her about what happened. She said there were no messages to say the account had been transferred to a new one, a new account number, etc. She said as so much time had passed she had forgotten what had happened and so she assumed this was also her money. Mrs B said due to the way Saffron works it isn't obvious which account is maturing. So, she couldn't understand why she couldn't move the money from the account. Mrs B said it was only after this when she contacted Saffron she found out after a few messages back and forth what was going on.

Mrs B concluded it wasn't evident for a period the funds were not available to her. She said the new account had a different amount in it due to interest being added and so it wasn't at all obvious to her the old account funds were not hers to use.

Saffron apologised that the service hadn't met Mrs B's expectations. It said the ongoing account issue needed to be raised with its third party supplier to work on. But it confirmed when the problem started back in 2024 it did open an identical account and funded it with the correct balance to ensure Mrs B suffered *"no financial detriment."*

Saffron said it then sent confirmation of the new account by email and post.

But it also accepted for the time being Mrs B could still see the old non operational account. Saffron said it could appreciate that could be confusing for Mrs B. It said in view of this it was willing to offer the £200 compensation. It concluded the compensation was to address the time taken to resolve the initial issue with the non operational account, the inconvenience of still seeing this account on her record, and the number of times Mrs B had to contact Saffron.

It seems after setting up the new account Saffron didn't notify Mrs B the action had been completed. I don't think that's fair or reasonable.

So, I can understand why Mrs B felt forgotten about and how she could have been confused by still being able to see the old account on her record.

Saffron said the problem showing the old account still persists.

But it is clear that a new account was opened, the money moved over and interest was adjusted as Saffron said it would be. Even though it didn't communicate very well it did set up and service the new ISA account correctly.

I think there's no doubt matters could have run more smoothly and Saffron could have provided Mrs B with a better service. But it has admitted its mistakes and service failings. It has apologised and it has explained what happened. So, I think the offer of £200 compensation is a fair and reasonable outcome in the circumstances of this complaint. Saffron should arrange to pay this to Mrs B as soon as possible.

### **My final decision**

I don't uphold this complaint.

I make no further award against Saffron Building Society.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs B to accept or reject my decision before 24 February 2026.

John Quinlan  
**Ombudsman**