

## **The complaint**

Mr N complains Nationwide Building Society withheld an incoming payment without informing him because it stereotyped him and that it also gave him incorrect information.

## **What happened**

Mr N has an account with Nationwide.

Mr N was sent a large CHAPS payment on 31 March 2025. The funds cleared on 1 April but weren't credited to his account until late on in the afternoon on 2 April. He complained to Nationwide about the delay, about staff he'd spoken to incorrectly telling him nothing was wrong and about being treated unfairly because he'd been stereotyped.

Nationwide looked into Mr N's complaint and accepted that a member of staff had given incorrect information about what happens if additional checks are needed on a payment and that there had been an error on its part. Nationwide offered £125 in compensation as a gesture of goodwill and said that the payment had been delayed due to its size. Mr N rejected Nationwide's offer and explanation saying that he would accept £500 in compensation failing which he'd refer his complaint to our service. He subsequently did so.

One of our investigators looked into Mr N's complaint and said that they thought Nationwide's offer of £125 was fair and reasonable and that it had backdated the interest it had paid so didn't need to do more. Mr N was unhappy with our investigator's recommendation saying, among other things, that their assessment didn't adequately address the gravity of Nationwide's failures. He asked for his complaint to be referred to an ombudsman for a decision including an explanation of how £125 in compensation aligns with comparable cases amongst other things. His complaint was, as a result, passed to me.

## **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.

I've listened to calls between Mr N and Nationwide about the large CHAPS payment he was meant to receive. Nationwide has already accepted that one of its agents gave incorrect information about what happens if additional checks are needed on a payment. In addition, Nationwide has accepted that there was also a delay in the payment crediting Mr N's account. Nationwide was right to accept that these two things had gone wrong.

I've seen evidence confirming that Nationwide backdated the payment once it had been credited to Mr N's account for interest purposes meaning that he hasn't lost out on interest. More importantly, all of the evidence I've seen tells me that the only reason why this payment was initially delayed was because of the size of the payment. It was for over £1 million. I've seen nothing to suggest that Mr N was stereotyped.

Based on what I've just said, the only issue I have to decide is whether Nationwide's offer of £125 is a fair reflection of the impact the incorrect information and additional delay had. Our guidance says:

*"An award between £100 and £300 might be fair where there have been repeated small errors, or a larger single mistake, requiring a reasonable effort to sort out. These typically result in an impact that lasts a few days, or even weeks, and cause either some distress, inconvenience, disappointment or loss of expectation."*

I'm satisfied that an award of between £100 and £300 is the right band for this case – as far as compensation is concerned – and that whilst £125 is potentially a bit on the low side that it falls within a reasonable range.

## **Putting things right**

Based on what I've just said, I'm satisfied that the offer Nationwide made was fair and reasonable. That's, therefore, the award I'm going to make. I'm going to leave it to Mr N to decide whether or not he'd like to accept that offer so as to make it legally binding.

## **My final decision**

Nationwide Building Society has already made an offer to pay £125 to settle the complaint and I think this offer is fair in all the circumstances.

So my decision is that Nationwide Building Society should pay £125.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr N to accept or reject my decision before 19 November 2025.

Nicolas Atkinson  
**Ombudsman**