

The complaint

Ms G complains that Trading 212 UK Limited (Trading 212) gave her incorrect information about a bonus interest rate.

What happened

On 12 February 2025, Ms G contacted Trading 212 as it was running a promotion offering a bonus rate of interest to new customers. She asked whether she would be eligible for the offer, although she held a Trading 212 stocks and shares ISA. The Trading 212 agent said that she would be eligible despite already having a stocks and shares ISA account. So, Ms G attempted to open a cash ISA with Trading 212.

Despite repeated attempts, Ms G was unable to proceed. She tried numerous methods and was still unable to proceed. Given her difficulty, she then contacted Trading 212 the same day, and was at that point, informed that she was not eligible for the promotion. Ms G complained to Trading 212 asking that it honour the promotion and pay her compensation for the time she had invested and for the stress caused.

On 15 February 2025, Trading 212 reiterated again that Ms G was not eligible for the promotion but in acknowledgement of the error, it offered a free share. It subsequently, issued a final response letter a week later, apologising for its error and any stress this may have caused by its oversight. It sympathised with her position but explained that it could not provide the promotional rate as Miss G did not meet the eligibility criteria. It did not offer any additional compensation at that point. As a result, Ms G referred her complaint to this service.

One of our investigators looked into the complaint. She agreed that although Ms G was incorrectly informed, she was eligible for the promotional interest rate she was never eligible because she already held an account and that meant she didn't meet the eligibility criteria. The investigator acknowledged that Ms G was given inaccurate information and Trading 212 has apologised for that error. To recognise that, the business offered a gesture of goodwill by providing a free share. The investigator thought the steps taken by Trading 212 were fair and reasonable in the circumstances, as there was no direct financial loss and the issue had been rectified the same day, so any impact had been minimised.

Ms G disagreed with the investigator, so the complaint has been referred to me for a 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.

Having done so, I don't intend to uphold this complaint. I know Ms G feels very strongly about her complaint, and I want to assure her that I have considered her submissions in full. I'll explain my reasoning below, focusing on what I consider to be the central issues. So, if I

don't refer to something specifically, it's not because I haven't thought about it. Rather, I don't think it changes what I think is a fair and reasonable outcome.

The crux of Ms G's complaint is the incorrect information she was given by Trading 212's agents. She was told that despite being an existing customer, she would be eligible for a promotional interest rate. I can understand why as a result of that conversation Ms G believed she could apply and receive the bonus rate.

Trading 212 doesn't dispute it provided incorrect information during the call. As a result of this, Ms G believes that Trading 212 ought to honour the promotional rate, but I don't agree. I need to consider the position Ms G would have been in if she'd been given the correct information at the outset.

Trading 212 says Ms G isn't eligible for the promotional rate. So, I can't agree that Ms G has missed out on a rate that she was never actually qualified for. As a result, she hasn't actually suffered a financial loss. But Ms G was wrongly advised which meant that she suffered unnecessary disappointment and inconvenience by being given incorrect information.

Having considered the circumstances carefully—particularly that Ms G was informed the same day that she wasn't eligible—I think Trading 212 has done enough to put things right. I agree with our investigator that not all complaints require monetary compensation. Trading 212 has already issued Ms G a free share. While I understand this wasn't something she requested and isn't satisfied with, given the brief window of error, thereby the limited period of impact, and Trading 212's quick response to rectify the matter, I believe this represents fair and reasonable compensation. It follows then that I don't require Trading 212 to do more.

Overall, while I sympathise with Ms G's position, my role is to reach a decision that is fair and reasonable in all the circumstances. Having weighed everything carefully, I'm not persuaded there are reasonable grounds to direct Trading 212 to take further action.

My final decision

I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms G to accept or reject my decision before 17 December 2025.

Farzana Miah
Ombudsman