

The complaint

Mr R has complained Clydesdale Bank plc, trading as Virgin Money, wouldn't refund a transaction he believed had been duplicated. He was also unhappy about the amount of compensation given for their customer service.

What happened

Mr R believed he had nearly paid off his Virgin Money credit card and was considering closing it. Then he realised his balance had increased to £595.79 and couldn't understand what these transactions were. He noted a transaction of about £42, which was then re-credited. He was concerned to see two transactions for £289 when he believed one of these was a duplicate of a purchase he'd made in October or November for a forthcoming holiday event.

Mr R complained to Virgin Money and was further confused by what he was told and felt he was being given incorrect information. Virgin Money explained that one of these two payments of £289 posted to his credit card account in February 2025 had, in fact, already been re-credited back in December 2024 and he'd have been able to see this on his January statement. They accepted that Mr R had had to spend some time trying to clarify what happened and paid him £40 in compensation.

Mr R was unhappy with this response and brought his complaint to the ombudsman service.

Our investigator reviewed Mr R's statements and confirmed that, whilst confusing, Virgin Money was correct in that Mr R had only been charged for one transaction of just over £289. She also believed the £40 compensation was fair.

Mr R appealed that further compensation should be payable for the amount of time he had to spend to resolve this issue. He's asked an ombudsman to consider his complaint.

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've reached the same outcome as our investigator. I'll explain why.

Credit card transactions we make depend on their processing being started by the merchant we've used to make a specific purchase. What happened in Mr R's case is unusual, but I doubt if that's much consolation.

Mr R decided to buy event tickets which he could use when he was on holiday at some time in the future. He made this purchase in November 2024. The original currency amount was \$358.11. For whatever reason, these transactions weren't processed by the merchant until sometime later.

The original transaction date seems to be 5 November 2024. An initial transaction for \$358.11 was made which worked out at £42.82. That looks like a clear error which the

merchant noticed immediately and input a refund at exactly the same time. These two transactions didn't then debit and credit Mr R's credit card account until 9 and 13 February 2025.

The merchant then processed a proper transaction – also on 5 November – which worked out at £289.38. This didn't debit Mr R's credit card account until 13 February (which is why I believe it started on its journey after the credit of £42.90).

I believe the merchant uses a third party to carry out its transaction processing. So more than a month later noticed that it had not received funds for Mr R's booking. So they attempted to reverse this transaction on 18 December. Mr R's account was therefore credited on 24 December with £286.33. They then processed a new transaction for the same amount of \$358.11 on 23 December, which was posted on 9 February bizarrely prior to the original transaction but after the refund had been credited to Mr R's account.

Mr R has noted our investigator's explanation of what happened and accepts the evidence for all this is on his various statements (specifically the January and March 2025 ones).

I'm in no doubt this is confusing but for the most part this wasn't within Virgin Money's control. That said, it's a shame that Virgin Money weren't able to explain this clearly as that may well have limited Mr R's ire and confusion. Overall for the time he spent trying to get an explanation, I think £40 is fair and reasonable. It wouldn't be fair to ask Virgin Money to pay more for the original errors which are all on the part of the merchant.

I appreciate Mr R will be disappointed in this outcome but I hope he understands my logic.

My final decision

For the reasons given, my final decision is not to uphold Mr R's complaint against Clydesdale Bank plc, trading as Virgin Money.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr R to accept or reject my decision before 14 January 2026.

Sandra Quinn
Ombudsman