

The complaint

Mr W complains – on behalf of his son’s estate– National Savings and Investments has told him a bond he took out for his son was cashed in more than 10 years ago.

What happened

Mr W bought a bond for his son in 1980. Sadly his son passed away in 2013.

Mr W contacted NS+I to cash in the bond. NS+I initially said it had no record of the bond and then said it had been cashed in more than 10 years ago. Mr W complained to us on behalf of his son’s estate. He wasn’t happy with our investigator’s recommendation. He wanted an ombudsman to look into this complaint and to provide more information about who cashed the bond in and where. He doesn’t believe it has been cashed in.

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 can understand why Mr W doesn’t believe what NS+I has said about the bond he bought. However, I’m satisfied based on everything I’ve seen that a replacement bond was issued and that in 2001 this was cashed in. Because that happened so long ago, I’m afraid that I can’t give Mr W answers to the questions he has. Nor can I uphold this complaint.

My final decision

My final decision is that I can’t uphold this complaint.

Under the rules of the Financial Ombudsman Service, I’m required to ask Mr W on behalf of his son’s estate to accept or reject my decision before 3 March 2026.

Nicolas Atkinson
Ombudsman