

The complaint

This complaint arises from the transfer of Mr L's individual savings account from Skipton Building Society to a new provider in April 2025. A system error caused the wrong amount to be transferred.

When Mr L complained, Skipton apologised and sent through the remaining funds to ensure Mr L suffered no loss. It subsequently offered Mr L £350 compensation for having to complain, and for some contradictory messages in its dealings with him. Mr L doesn't think the compensation is enough.

What happened

The details of this complaint are well known to both parties so I won't repeat them again here. Instead I'll focus on giving the reasons for my decision. Although I've read and considered the whole file I'll keep my comments to what I think is relevant. If I don't comment on any specific point it's not because I've failed to consider it but because I don't think I need to comment on it in order to reach what I think is the right outcome in the wider context.

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 isn't a complaint where I have to decide fault. It's common ground that Skipton sent the wrong amount to the new provider initially. But when I consider how Skipton reacted once it was aware of its mistake, I think the business did the right thing by remedying the mistake, apologising, and offering to compensate Mr L for his time, trouble and upset.

I appreciate Mr L feels the compensation of £350 doesn't go far enough. But when I consider it in proportion to the original error (the initial shortfall was a little under £525), and taking into account the time taken to make the offer, I think it's fair overall. If Skipton hadn't already offered Mr L £350, it's unlikely I would have ordered it to pay more.

My final decision

My final decision is this complaint should be resolved fairly and reasonably by Skipton Building Society paying Mr L compensation of £350, as offered in its final response dated 30 May 2025. I make no other order or award.

My final decision concludes this service's consideration of this complaint, which means I'll not be engaging in any further consideration or discussion of the merits of it.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 6 January 2026.

Jeff Parrington
Ombudsman