

## **The complaint**

Mr M complains he missed out on interest from his Barclays Bank UK PLC savings account when he accidentally transferred money from his ISA to his saver and then transferred the money back again. This counted as a withdrawal from his saver and meant he didn't benefit from its feature of paying a higher interest rate as long as no withdrawals were made. As the transfer back to his ISA counted as a withdrawal, Mr M lost out on his higher rate of interest for that month. Mr M complains that, as he has a health condition which affects his ability to carry out certain tasks, it isn't fair that he lost out on interest. And although £250 was paid into his account as a goodwill gesture, he would like the lost interest to also be paid as a resolution to his complaint.

## **What happened**

The details of this complaint are well known to both parties, so I won't repeat them again here. The key facts are not in dispute, so I'll focus mainly on giving the reasons for my 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 won't be upholding this complaint. I should point out that while I've considered the relevant law and regulation, I've decided this case on what I consider to be the fairest outcome in all the circumstances of this complaint. Ultimately, I don't think Barclays has acted unfairly, and I agree with the conclusions reached by the Investigator for the following reasons.

- Barclays' terms are clear in that a withdrawal from Mr M's savings account acts to reduce the rate of interest paid. Mr M's transfer from his saver to his ISA counted as a withdrawal and so it is correct that the higher rate of interest wasn't applied for the corresponding month.
- While I'm sorry to hear about Mr M's health issues, I don't think any action or omission on Barclays' part has left him with a worse outcome because of those issues, I say this as I've been presented with no evidence to show Barclays knew about them prior to Mr M's mistake. Therefore, I don't think Barclays had reason to know Mr M may have required additional help. And, given Mr M made the error through his online banking, without any assistance or input from Barclays, I can't fairly say it had a chance to support him before the transfer was made.
- As mentioned, Mr M called Barclays to move the money he'd transferred from his saver back into his ISA. He was given the correct information by the agent, which was expressed in a clear way; that the transfer would affect the applicable monthly interest rate on his saver. However, Mr M chose to action the transfer. By the agent giving the explanation she did, I consider Barclays to have done as much as I would reasonably expect in the circumstances to prevent further loss to Mr M.

- I'm very sorry to hear about Mr M's circumstances, and I am sorry to hear he lost out on the higher rate of interest for a month, but I don't consider the loss to be as a result of something Barclays did wrong. I realise this decision will be disappointing for Mr M, but as I haven't identified a failing on Barclays' part, I won't be directing it to do anything in relation to the matters covered in this decision.

### **My final decision**

My final decision is I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 9 February 2026.

James Akehurst  
**Ombudsman**