

The complaint

Mr S complains about how Wise Payments Limited dealt with a payment.

What happened

Mr S made a payment in around July 2025 for £1.50 using his Wise account card which was linked to an account he held with a different provider I will call "C". He says the payment was deducted from his Euros account and converted by Wise at its own rate rather than sending to C to allow it to convert. Mr S says the transaction cost him an extra €0.01 which he would like refunded and confirmation from Wise that it will in future allow C to convert the currency.

Wise says Mr S didn't have enough Sterling in his account and so it used his Euros account to make the payment. It says its terms and conditions make clear in those circumstances it will convert the currency applying its rate. Wise says it didn't make a mistake.

Mr S brought his complaint to us and our investigator didn't uphold the complaint. The investigator thought Wise acted in line with account terms and conditions.

Mr S doesn't accept that view and says the role of C has been ignored. He says Wise's actions set a precedent for larger transactions.

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 have come to the conclusion that I don't uphold this complaint.

I am satisfied that Mr S would have agreed to the Wise account terms and conditions when he opened the account. Those conditions make clear that Wise will in these circumstances convert money applying its own rate when there is, as here, insufficient money in Mr S's Sterling account to make a payment. So, it follows that I don't think Wise made a mistake or acted unfairly but acted in line with agreed terms and conditions.

I appreciate Mr S says Wise has ignored C's role in this transaction and it should have been allowed to make the currency conversion. I can't comment on C's process but have made clear that I find Wise told Mr S what would happen in these circumstances in the terms and conditions of the agreement.

It follows that I can't fairly direct Wise to refund the €0.01 and I am also satisfied that Mr S now knows what Wise would do in these circumstances in future. In any event it is not our role to direct a business about how it processes future transactions or interfere in its business decisions.

My final decision

My final decision is that I don't uphold this complaint.

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

David Singh
Ombudsman