

The complaint

Mr O complains about an international transfer that he completed with Lloyds Bank PLC. He says that the money was returned to him but it was much less than he had sent.

What happened

Mr O completed an international transfer of £16,200 on 31 July 2025 and wanted the transfer to be sent to his sister in Nigeria. Mr O said the transfer was rejected but the amount returned to his account on 16 September was for £14,484.29 which was £1,715.71 less than what was sent.

He said he had made three previous transactions, and he didn't have any issues with them. He would like the difference refunded to him.

Lloyds issued their response to Mr O's complaint and said that when Mr O made the transfer online, he had instructed the funds to be sent in United States Dollars (USD) and not in Great British Pounds (GBP).

They said that Mr O had attempted to make the payment in the morning, but this was stopped for further verification checks so the payment wasn't sent. Lloyds said that Mr O then made the payment the same day later that afternoon. They said it's possible that Mr O did select GBP in the first instance and Mr O may have thought this remained on record. But Lloyds said that each time an international money transfer is made, the currency will automatically be set to the currency where the account is held unless it's changed. Lloyds said they are unable to amend the currency when a customer submits the transfer online.

Lloyds said that the sender then sent money back as a new transfer and not a return and the currency they selected was USD. They said if the money was returned the exchange rate would remain the same. But as the money was sent as a new transfer, the exchange rate had changed.

Mr O wasn't happy, so he brought the complaint to the Financial Ombudsman Service where it was looked at by one of our investigators who didn't uphold the complaint. She was satisfied that Mr O didn't change the currency to GBP when the transfer was sent.

Mr O disagreed and doesn't believe that he would send the transfer in USD and thinks that the investigator has just taken Lloyds' word for it.

As he disagreed, he asked for the complaint to be reviewed by an Ombudsman, so it's been passed to me to decide.

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 looked at everything very carefully, I agree with the outcome that has been reached by the investigator, and I'll explain why.

Mr O wanted to make an international money transfer and did so on 31 July 2025. His first attempt didn't go through as further security checks were carried out by Lloyds – which isn't unusual.

When Mr O initiated the transfer again later that afternoon it did go through. But the money was rejected and was sent back on 16 September 2025. The amount that Mr O sent was £16,200 and the money that came back in September was for £14,484.29.

Mr O strongly believes that he sent the funds over in GBP so he's unsure why they have been returned in USD. He is unhappy as he is now out of pocket by approximately £1,700.

Lloyds have provided us evidence in the form of screen shots when Mr O did the transfer, it shows that he selected GBP when he initiated the first transfer, but this didn't go through as further checks were carried out by Lloyds. But when Mr O initiated the second transfer, this wasn't changed from USD to GBP so the funds were sent in USD.

From what I can see, the system defaults to the currency where the account is held so unless it's changed, it will be sent in the currency of the account – in this case USD as it wasn't amended.

Lloyds have also shown that the money wasn't returned but instead it was a new transfer when the money came back to Mr O's account. This means that the exchange rate was different as well, so this reflects the difference in amounts. This in addition to the fact that the money was sent in USD is why there is a difference of around £1,700.

I'm sorry to disappoint Mr O but I haven't seen anything that suggests that Lloyds have done anything wrong. I'm therefore satisfied they acted fairly and reasonably in the circumstances of this complaint.

My final decision

For the reasons given above, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr O to accept or reject my decision before 12 January 2026.

Maria Drury
Ombudsman