

The complaint

Miss D complains that Nationwide Building Society restricted her account when it recorded that mail it had sent to her had been returned undelivered.

What happened

In August 2025 Nationwide placed a no trace marker (or NTM) on Miss D's account. An NTM is used when, for example, mail is returned undelivered to the society. In fact, Miss D had already confirmed her address with Nationwide, and no marker should have been placed on the account. Nationwide acknowledged that and paid Miss D £75 in recognition of the inconvenience which had been caused.

Miss D did not think that was sufficient to resolve the issue and referred the matter to this service for further investigation.

One of our investigators considered what had happened and issued a preliminary assessment. He concluded however that Nationwide had done enough to put things right and did not recommend that it do any more. In reaching that conclusion, he noted that Miss D's account had been restricted for one day only and that there were virtually no funds in the account at the time. By the time a credit was paid into the account, Miss D was able to make a cash machine withdrawal on the same day.

Miss D did not accept the investigator's assessment and asked that an ombudsman review the case.

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 do not need to comment on the reason for the NTM on Miss D's account. Nationwide has acknowledged that it was placed in error.

Miss D says that the NTM was in place for four or five days. Nationwide's records indicate that it was placed on 27 August 2025 and removed the following day. On balance, I think it more likely that Nationwide's records show the true position. But in any event, Miss D's bank statements show that the account balance was reduced to less than £1 on 18 August 2025 and that no funds were paid into the account until 1 September 2025. Miss D was able to withdraw funds on the same day.

The application of an NTM would not stop money being paid into an account, and I note that the credit made on 1 September matched those made on the first day of previous months. So, even if the NTM was in place for longer than Nationwide says, I don't believe it made any material difference to Miss D – realistically, she could not use the account between 18 August and 1 September 2025 in any event.

In the circumstances, I believe that Nationwide has done enough to resolve Miss D's complaint and I don't believe it would be fair for me to require it to do any more.

My final decision

For these reasons, my final decision is that I do not uphold Miss D's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss D to accept or reject my decision before 12 February 2026.

Mike Ingram
Ombudsman