

## **The complaint**

Mr L has complained that he was unable to convert GBP into Turkish Lira (TRY) on his pre-paid FairFX currency card that is provided by EQUALS MONEY INTERNATIONAL LIMITED ("FairFX").

## **What happened**

On 19 September 2025, Mr L credited £112 into his FairFX account. Mr L then went to convert that money into Turkish Lira (TRY), but he was unable to do so.

Mr L complained to FairFX about this. FairFX explained that Mr L was unable to convert £112 GBP he'd paid into his account to TRY because he didn't have enough money in the account to cover the transaction. This was because Mr L's account was in a negative balance when he'd paid the £112 into his account.

Following this, Mr L then attempted to convert £108 GBP into TRY and the transaction was successful.

After Mr L referred his complaint to this service, an investigator assessed the complaint and they didn't uphold the complaint.

As Mr L didn't accept the investigator's conclusions, the matter was referred for an ombudsman's 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 reviewed everything, I don't uphold this complaint for broadly the same reasons that the investigator gave. I will explain why.

In this case Mr L is unhappy that he was unable to convert the money he'd paid into his account into TRY.

FairFX has provided evidence to show that the reason why his attempt to convert £112 into TRY on 19 September 2025 was unsuccessful, was because Mr L didn't have enough money in his account to cover the transaction.

This was because a payment for £3.80 had debited his account in July 2025 – which left his account in a negative balance. This meant that when Mr L paid £112 into his FairFX account, £3.80 of that amount was used to clear the outstanding negative balance.

So as Mr L didn't have £112 in his account to cover the currency conversion, I can't say that FairFX was being unfair or unreasonable in declining the currency conversion instruction.

When Mr L contacted FairFx to understand why he couldn't convert his GBP into TRY, FairFX looked into matters and explained to Mr L why that was the case.

I can see that Mr L then attempted to convert £108 GBP into TRY. As he had enough money in his account to cover that transaction, it was successful.

So based on everything I have seen, I can't say that FairFx has done anything wrong or acted unfairly or unreasonably here.

**My final decision**

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 5 March 2026.

Thomas White  
**Ombudsman**