

The complaint

Company O, a limited company, complains World First UK Ltd (WF) closed his account leading to £250 going missing from an incoming transfer.

What happened

O explained it held two business accounts, one with WF and one with a third-party bank. O explained it arranged a transfer of £250 from the third-party bank account to its WF account.

O explained its third-party business bank account was frozen and then closed. A few weeks later, WF also closed its business account with O. O explained WF allowed the director to remove the remaining funds in the business account to their personal account.

O explained it later checked the accounts and realised the £250 from the transfer was missing. O said this sum had disappeared from the balance of the business account. O contacted WF, it explained the £250 was *'pending'* when the account was closed so WF returned these funds to the originator third-party account. WF said O would need to contact the sending bank to trace the funds.

O said this isn't accurate, and provided WF with evidence from the third-party bank that the third-party bank didn't accept the funds from WF. O explained this had happened four or five times, with the third-party bank refusing the funds from WF, where they have remained.

O explained it wanted the £250 refunded by WF and compensation for the distress this has caused.

WF wrote a final response letter. It confirmed there was £250 transfer pending to be cleared on the account when WF closed it, and these funds were returned to source in July 2025. WF said Mr O's other bank should have received this within five working days.

WF provide our service with the payment file which it said confirmed it had returned the funds. WF said it was satisfied the funds had been returned to the third-party bank and hadn't been returned.

Our investigator didn't uphold O's complaint. They were satisfied WF had acted fairly and had provided our service with evidence confirming it had returned the payment to the third-party bank.

O disagreed with our investigators view and provided a letter from the third-party bank which said it hadn't received the funds. This complaint has therefore been passed to me to make a final 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.

I appreciate how strongly O feels about its complaint. Although I may not mention every point raised, I have considered everything but limited my findings to the areas which impact the outcome of the case. No discourtesy is intended by this, it just reflects the informal nature of our service.

Where evidence is incomplete, inconclusive or contradictory, I have to make decisions on the balance of probabilities – that is, what I consider is more likely than not to have happened in light of the available evidence and the wider surrounding circumstances.

I provided the information the third-party bank had provided O to WP and asked it whether it could initiate a trace on the funds.

WP considered the evidence I had sent it. WP said the response provided by the third-party bank was *'looking at the wrong time'*. WP reiterated it sent the payment back on 24 July, but the third-party bank was referencing a payment date in November 2025. I have considered the evidence from the system notes and the letter from the third-party and can see the third-party has indeed cited a date in November for the transaction.

WP also provided our service with evidence it had been in direct contact with the third-party bank regarding this payment. Having seen this evidence, I am satisfied the funds were sent back to the third-party bank and are not retained by WP.

For these reasons I am not persuaded WP has made a mistake or has retained the funds in question, I do not uphold this complaint.

My final decision

For the reasons I have given, my final decision is I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask O to accept or reject my decision before 13 February 2026.

Gareth Jones
Ombudsman