

The complaint

Miss W complains about missing contributions from a Lifetime Individual Savings Account (LISA) she holds with Forester Life Limited trading as Foresters Financial.

Miss W is using a representative to bring this complaint. For ease I will refer to actions as being those of Miss W.

What happened

In August 2025 Miss W complained to Foresters Financial saying there were missing contributions from her LISA.

Foresters Financial said that contributions stopped in July 2022 when they received notice that the direct debit had been cancelled. They said direct debit cancellation letters had been sent alongside annual statements showing the value of the plan.

Remaining unhappy Miss W brought the complaint to our service where one of our Investigators looked into what happened. They didn't think Foresters Financial had done anything wrong as they didn't cancel the direct debit and letters and statements had been sent to Miss W about the account.

Miss W said the cancellation of the direct debit was an error and not intentional. She asked why Foresters Financial couldn't fix the mistake with HMRC. Our Investigator explained that Foresters Financial hadn't made any errors and it wasn't our role to liaise with HMRC.

Because an agreement couldn't be reached the matter has come to me for a 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.

Miss W has provided a lot of information about the complaint and it's clear how strongly she feels about what happened. This is especially the case because the error with the direct debit meant that the money intended for her account has gone elsewhere. I want to assure Miss W that I've read and considered everything that has been provided even if I don't mention it all in detail. I've summarised some things which reflects the informal nature of our service.

When dealing with our Investigator Miss W said *So basically our whole question is can the provider repair an innocent error (which proofs have been sent)?*

And in this set of circumstances the answer to that question is no.

I have no doubt that the cancellation of the direct debit was an error. I also have no doubt that what happened has affected Miss W financially, and I'm also sorry to hear about the emotional effect this situation has had on her. However my role is to look at the actions of Foresters Financial and having done so I'm satisfied they acted fairly and reasonably when

dealing with the account.

Foresters Financial twice wrote to Miss W in July 2022 when they were notified by her bank that the direct debit had been cancelled. And in the time since then they have sent annual statements showing the balance of the account. So I think they have fulfilled their obligations to keep Miss W updated with the administration of the account.

Miss W asked that Foresters Financial correct the error that was made. They said such action could only be taken if they, as the account provider, were at fault. But here that wasn't the case. Our Investigator supported this saying we couldn't compel Foresters Financial to transfer the funds from the incorrect account as it would be in breach of HMRC rules; and I agree.

Miss W admits that it was *human error with a silly error by ONE digit*. So what happened wasn't due to any errors made by Foresters Financial.

This is a very unfortunate set of circumstances for Miss W and the level of frustration is clear. But I could only direct Foresters Financial to take action if they made any mistakes.

Having carefully considered everything that happened I'm satisfied Foresters Financial acted fairly and reasonably when dealing with Miss W's account so won't be asking them to take any further action.

My final decision

For the reasons I've explained above, my decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss W to accept or reject my decision before 10 February 2026.

Warren Wilson
Ombudsman