

The complaint

Mrs G complains because she tried to complete a balance transfer, but the money sent to Vanquis Bank Limited (“Vanquis”) wasn’t allocated to her account and she’d like a refund.

Mrs G has a representative, but for ease of reference, I’ll mostly refer to Mrs G throughout.

What happened

On 26 June 2025 Mrs G initiated a balance transfer from one account to her Vanquis account. Following that, the payment wasn’t ever received to her Vanquis account, but the transferring account provider assured her the transfer took place.

Mrs G complained to Vanquis, and Vanquis said they required account details to be able to locate the funds. They said they’d tried getting in touch with Mrs G but was unable to do so.

Mrs G referred her complaint to our Service. She said her Vanquis account has since been closed, but she wants them to trace the transfer and refund the money. Vanquis said they’ve sent multiple requests for the specific details from Mrs G but without that they can’t trace the funds further, other than to confirm the incorrect details were used.

An Investigator here looked into things and they didn’t uphold Mrs G’s complaint. They said the information she’d provided Vanquis with wasn’t sufficient, and she’d need to go back to the lender that initiated the transfer for more information.

Mrs G responded to the view with the account details, which our Investigator provided to Vanquis and the complaint was closed. However, in January 2026 Mrs G got back in touch with our Service and asked for the complaint to be reopened.

She said she’s provided everything she can and felt that Vanquis weren’t supporting or helping to get the money back. Because an agreement couldn’t be reached, the complaint has 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 done so, I can’t say that Vanquis have treated Mrs G unfairly. Since my involvement in the complaint, Vanquis have confirmed that the account details used in the transfer don’t belong to Vanquis and therefore the funds weren’t ever sent to them or received by them.

In normal circumstances, I’d have said Vanquis ought to have recognised this sooner, but Mrs G didn’t provide those details until our Service had already got involved, and an opinion issued. We shared these details and Vanquis completed an investigation to work out where the funds were. It’s then in March 2026 they identified that the account didn’t belong to them at all. I’m also satisfied that Vanquis did enough to try and obtain those details from Mrs G.

Mrs G should pursue the complaint via the account provider who initiated the transfer to see whether they can locate the funds. But based on what I’ve seen, I’m satisfied that Mrs G provided incorrect account details – account details that didn’t belong to Vanquis – and Vanquis haven’t done anything to treat her unfairly.

I know this is likely to disappoint Mrs G, but I'm satisfied Vanquis didn't receive the funds based on the evidence received. I can understand how frustrating this will be for Mrs G, but I Vanquis aren't required to take further action.

My final decision

It's my final decision that Vanquis Bank Limited didn't treat Mrs G unfairly.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs G to accept or reject my decision before 14 May 2026.

Meg Raymond
Ombudsman