

## **The complaint**

Mr C complains that Hargreaves Lansdown Asset Management Limited made errors when he tried to cancel a request to sell an investment he held in a fund.

## **What happened**

In early August 2025 Mr C used the Hargreaves Lansdown online facility to request the sale of some of his investments in a fund.

On the morning of the next day he again used the online facility to request a cancellation of the sale request.

The cancellation wasn't actioned and the funds were sold so Mr C complained to Hargreaves Lansdown. They said the cancellation wasn't processed as it had been requested after the cut off time of 9am. They apologised for the confusion and said there shouldn't have been the ability to request a cancellation after 9am.

When dealing with the complaint Hargreaves Lansdown offered Mr C £150 as an apology for what happened.

Mr C didn't accept the £150 and brought his complaint to our service where one of our Investigators looked into what happened. They thought the £150 was fair for the inconvenience as the website wasn't working as well as it should've done and the cancellation button shouldn't have been showing at that time.

Mr C disagreed saying that a large number of his shares had been sold. 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.

Mr C has provided a lot of information about the complaint and it's clear how strongly he feels about what happened. I want to assure Mr C that I have read and considered everything that has been provided even if I don't mention it all in detail. I have summarised some things which reflects the informal nature of our service.

Hargreaves Lansdown agrees that the cancellation button was appearing for a short time when it shouldn't have been - this is what has caused the confusion. And because the cancellation was requested after the 9am cut off time it wasn't processed.

Looking at the evidence, I'm satisfied the cut off time for transactions is 9am and also that the request from Mr C was submitted after that time. So Hargreaves Lansdown acted correctly in not processing the cancellation request.

I think the underlying issue here is one of a loss of expectation. Mr C expected the sale request to be cancelled, but it wasn't. What should've happened is that the ability to cancel

the sale request shouldn't have been visible after 9am.

Had the website functioned correctly Mr C wouldn't have been able to request a cancellation of the sale. Ultimately Mr C would be in the same position he is now with the sale of the investment having taken place.

I know this is frustrating for Mr C as he thought the transaction had been cancelled and he says this has led to a financial loss. But I'm satisfied no errors were made in processing the sale of the investment. So I don't think Hargreaves Lansdown need to cover any financial loss Mr C says he has incurred.

Hargreaves Lansdown has offered £150 as an apology for what happened and have said they have raised the issue with their IT department to improve their online offering. Mr C experienced some upset and inconvenience when the cancellation request wasn't processed. This was understandably annoying and he has spent time dealing with Hargreaves Lansdown when sorting out the matter and raising a complaint.

Having carefully considered everything that happened I'm satisfied the offer of £150 is a fair and reasonable way of resolving the complaint. Mr C was put to some trouble with what happened however the issue is a loss of expectation as the option to cancel the sale shouldn't have been available after 9am.

### **Putting things right**

Hargreaves Lansdown Asset Management Limited should pay Mr C £150 for the inconvenience of what happened.

### **My final decision**

Hargreaves Lansdown Asset Management Limited has already made an offer to pay Mr C £150 to settle the complaint, and I think this is fair in all the circumstances.

So my decision is that Hargreaves Lansdown Asset Management Limited should pay Mr C £150.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 26 March 2026.

Warren Wilson

**Ombudsman**