

The complaint

B, a limited company, is unhappy that Stripe Payments UK Limited withheld funds after it made the decision to close B's account.

During a routine review Stripe made the decision to close B's account and withheld the funds in the account. B made a complaint about this, and Stripe looked into things again.

In its final response of 8 July 2024 it confirmed that whilst it would not be changing its decision to close the account it would release the funds held in the account. It confirmed they were released the same day.

On 19 August 2024 B contacted Stripe to say the funds had not been released and to ask for further information about where they'd gone. Stripe responded on 23 August 2024 to say that as it had issued its final response on 7 July 2024 (from what I understand referring to its final response dated 8 July 2024) it wouldn't respond any further. B contacted Stripe again to state it was still waiting for a response regarding where the funds had been sent, but it appears it received no further response.

On 13 January 2025 B complained to our service that Stripe had not responded or provided any further information about the funds which had not been returned to it.

Our investigator considered the complaint. They said the complaint was outside of our jurisdiction as it had been raised too late. B didn't accept this so the complaint was passed to me to consider.

I issued a provisional decision earlier this year. In summary I said that:

- In its final response, issued on 8 July 2024, Stripe addressed B's complaint about the closure of its account. As this complaint was referred to us on 13 January 2025, any complaint about the closure of the account had been raised too late according to the rules that apply to the service as it had been raised more than six months after the final response was sent.
- However, B had also complained that after its decision to close the account, Stripe didn't return the funds as it's said it would. B contacted Stripe shortly after the final response was issued to say it hadn't received the funds and made a new complaint about this. As far as I've seen, Stripe didn't respond to this complaint. I could see Stripe told B it wouldn't be providing any further response because it felt it had already answered the complaint. But I didn't agree. Whilst the issues are linked, B wasn't asking Stripe to reconsider the answer it had given, it was asking for clarity on

where and when the funds from the account were returned. B then referred the complaint about the missing funds to our service which I was satisfied we could consider.

- Based on the evidence I'd received from Stripe and another bank B held an account with, I was satisfied the money had been correctly returned to B on 8 July 2024 – the date Stripe told B it had been. I'd seen that the money was returned to a bank account with another bank that belonged to B, and that this account had been provided to Stripe by B and verified when B open the Stripe account. This was also the account B had told our service it expected the money to be paid to.
- It wasn't clear to me why B wasn't aware this money had been returned to it given the evidence I'd seen, but if it remained confused it should contact its other bank to enquire further about this.
- I was aware Stripe had previously offered a payment to B as a gesture of goodwill but I wasn't making any award in this case. So B would need to contact Stripe directly to see if this offer remained available.

Stripe responded and accepted my provisional decision. B didn't respond by the deadline provided.

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.

As neither party have provided any further submissions for me to consider, I see no reason to depart from the findings set out in my provisional decision, outlined above. As I'm satisfied Stripe correctly returned B's money, it doesn't need to do anything more.

My final decision

I don't uphold this complaint. Under the rules of the Financial Ombudsman Service, I'm required to ask B to accept or reject my decision before 23 March 2026.

Faye Brownhill
Ombudsman