

The complaint

Mr A complains Rightcard Payment Services Limited trading as LemFi (LemFi) delayed the transfer of his funds and didn't act fairly when he requested immediate processing of the payment, or a refund.

What happened

Mr A instructed LemFi to make an international payment to Pakistan. Mr A had made payments of a similar nature previously that usually complete within several minutes.

The following day, the payment remained in progress, so Mr A contacted LemFi. It advised the delay was due to temporary downtime at its partner bank and it would aim to complete the transaction as soon as possible.

Mr A continued to contact LemFi over the next four days, expressing his concern the payment still hadn't been processed and asked for this to be cancelled or refunded. LemFi explained it was working with its partners to resolve this.

Five days after the payment was originally requested, LemFi confirmed the transaction had been unsuccessful and was refunded to Mr A. It advised for him to try the payment again and provided instructions of how to complete this. LemFi have confirmed the payment went through successfully following this.

Mr A raised a formal complaint to LemFi, and it apologised for the delay, explained the processing stages of a payment and offered a £25 goodwill gesture.

Mr A was unhappy with this outcome, brought his complaint to this service and an investigator looked into things.

The investigator reviewed the terms and conditions of the account which confirm LemFi are not liable for third party system issues and felt LemFi had acted promptly to resolve the issue.

Mr A remained unhappy with this outcome, stating he had asked for a refund and this was within LemFi's control so didn't feel it had acted fairly. He asked for an ombudsman to decide things.

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 know this will come as a disappointment to Mr A, but I'm not upholding the complaint.

The evidence confirms once Mr A instructed LemFi to make the payment, this was immediately processed and left LemFi with the funds no longer being available to them or Mr A.

I do understand Mr A has made payments of a similar nature previously and these were successfully processed within minutes. But I have to review the payment which is referenced within this complaint and whether LemFi acted fairly and reasonably, and I think it did.

As soon as Mr A contacted LemFi to make it aware the payment was still pending, it immediately escalated this to its partner bank, which it has confirmed is overseas. It provided information to show the payment had been immediately processed.

As LemFi and its partner bank are not connected or part of the same group, and I think it's more likely the partner bank is working on behalf of the receiving bank. I don't think it could have done anything further than the actions taken. It tried to recall the payment and contact the overseas partner to escalate this for Mr A.

The terms and conditions confirm:

'10.21 What if something unexpected happens? If any abnormal or unforeseeable circumstances outside LemFi's reasonable control (for example, a failure of computer systems which happens for reasons outside LemFi's reasonable control or any industrial action which happens for reasons outside LemFi's reasonable control) prevents LemFi from providing LemFi's usual service, LemFi shall not be liable for this.'

Mr A states he doesn't dispute these terms, but made it clear the payment required immediate processing or a refund. I think it is important to explain that LemFi processed the payment and the funds were no longer within their control.

It wouldn't have been possible for it to provide a refund, as it was reliant on its partner bank, who had received the funds but were unable to process the payment due to system downtime.

Because of this downtime LemFi didn't know if the person receiving the payment had already been credited or would be credited once the overseas bank came back online.

As LemFi didn't know what would happen with Mr A's payment, I don't think it could fairly refund him whilst the overseas bank wasn't responding to LemFi.

I have reviewed the communication between Mr A and LemFi and have identified a shortfall in service where he did not receive a reply. However, I can see LemFi continued to raise the issue to its partner, and I think the £25 compensation paid by LemFi is fair to cover this.

I think LemFi took the correct actions with the aim to resolve Mr A's payment delay as quickly as possible and have recognised the inconvenience to Mr A by offering £25 compensation.

My final decision

My final decision is that I uphold this complaint, and Rightcard Payment Services Limited trading as LemFi must pay Mr A £25 compensation, if it hasn't already done so.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 30 April 2026.

Hannah Edmondson
Ombudsman