

## **The complaint**

Mr T complains about the way Barclays Bank UK PLC (Barclays) handled an incoming Euro payment. He doesn't think Barclays followed the right process which resulted in the funds crediting the incorrect account.

## **What happened**

I issued a provisional decision on this complaint, inviting both parties to let me have any further comments. Below is a copy of what I provisionally decided and why.

In early December 2024, Mr T opened a Euro currency account during a call with Barclays. He explained the reason for opening the account and he was told that a welcome letter would be sent to him including the new account details. In March 2025, Mr T was due to receive an inbound Euro payment. He provided the account details that he found on his app to the sender, which resulted in the payment crediting his Sterling account instead of his currency account.

The payment was converted to GBP at a rate that included a margin and Mr T would need to convert the funds back if he wished to send them to a Euro account. Mr T complained to Barclays as he was unhappy that the funds were converted and he didn't think it was his fault that the incorrect account details were provided. Barclays responded explaining that the conversion was completed in line with their processes and they sent Mr T the welcome letter in December 2024 which included the correct account number – so they didn't think they made an error.

Mr T remained unhappy, so he referred the complaint to our service. An Investigator reviewed the complaint and explained that Barclays wouldn't have known that the incorrect payment details were provided to the sender, so they follow their process correctly. And as the account details were included in the welcome letter sent to Mr T, they didn't uphold the complaint. Mr T disagreed, stating that:

- He didn't think the currency account had a separate IBAN and Barclays should have checked that the welcome letter had been received.
- He made Barclays aware that he intended to receive a Euro payment, so they should have contacted him before crediting the incorrect account.
- The IBAN for the currency account wasn't shown in the app, so it was reasonable to assume that the accounts had the same IBAN.

This didn't change the Investigator's opinion on the complaint. As such, the complaint has been passed to me for a final decision.

## **What I've provisionally 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 appreciate Mr T feels strongly that Barclays has acted unreasonably in the way it presented the information about his currency account. He's also set out that the complaint is about the funds being credited in the incorrect way rather than being about the margin or charges applied to the conversion. While I may not comment on everything that's been raised, I've still taken it on board. I'll be commenting on the points that I think are key to the outcome.

It's important to set out that it's not the role of our service to suggest that a business changes its practices as we're not the regulator (the Financial Conduct Authority). Instead, we consider whether it's applied those processes reasonably in the circumstances of the complaint, taking into account relevant industry rules and guidelines that applied at the time. Similarly, it's not our role to say that a business should carry out processes that another business may carry out, particularly if they're not required to do so.

The Investigator has set out that the payment details entered resulted in the payment crediting the Sterling account instead of the Currency account which is in line with Barclays process and their account terms. I agree with the Investigator that Barclays followed their process and set it out in their terms, so I'll consider whether Barclays were responsible for the incorrect payment details being provided to the sender of the funds.

#### *Receipt of the welcome letter*

Mr T states that he didn't receive the welcome letter which contained the IBAN and SWIFT BIC details for the new currency account. Based on the evidence I have, I'm satisfied that this was sent to him and that it was sent in line with Mr T's contact preferences. There will always be a risk that something may not arrive when it's been sent by post, and I'd expect this to be a risk that's considered when someone chooses a postal preference for documents.

I can't reasonably say that Barclays should have contacted Mr T to check whether he had received the welcome letter as they're not required to do so and it would be a very time consuming and costly process. It's down to consumers to choose a contact method which suits them. I've listened to the call Mr T had with Barclays when opening the account and he was given timescales for the arrival of the welcome letter. So, I must also consider that he was told to expect this letter but didn't make Barclays aware that it wasn't received.

#### *Discussing the payment before receipt*

During the account opening call, Mr T confirmed to Barclays that he was expecting to receive a Euro payment within the next few days and that he intended to send this on in Euros – so I do agree that he made them aware of a potential incoming payment. However, this doesn't mean that Barclays should have altered their standard process to ignore the details that were entered for incoming payments to Mr T's account. This payment also arrived months after this was discussed, so even if Barclays could have actioned something for the transaction that was discussed, I wouldn't expect it to apply to this payment.

I agree with the Investigator that the payment was handled and credited in line with Barclays' processes. I appreciate Mr T thinks that a payment of this size should have resulted in him being contacted before it's credited. However, banks aren't required to block payments that don't flag as suspicious and there's nothing to suggest that this payment should have flagged. As such, I think the payment was processed correctly.

#### *The information provided about the new account details*

The evidence I currently have supports what Mr T has said about the information shown in the app, as Barclays have confirmed that it doesn't show the IBAN or SWIFT BIC for the Euro currency account. So, I can see why he would have been confused by this when he reviewed the screens. As an impartial party I must consider whether it was reasonable to assume that the international account details were the same for this reason.

During the call in early December, Mr T asked Barclays how he could receive the incoming transfer without Barclays converting the payment as he didn't think the rates were close to the market rate. It was made sufficiently clear in this call that the Euro Currency account had separate details to the Sterling account and that it was important that he provided the Currency account details to ensure that the payment wasn't converted.

I can see that a few months has passed between that call and the date that the payment was received, but I can't ignore that Barclays set out the importance of him obtaining the new details contained in the welcome letter and he then had the opportunity to chase this up if he didn't receive them.

Overall, while Mr T may not have received this letter containing the new details, I think the importance of obtaining and providing the new account details for incoming Euro payments was sufficiently highlighted by Barclays. And I can't say that it's their fault that Mr T didn't flag the lack of receipt or contact them to confirm the details prior to providing the incorrect account information to the sender of the payment.

### **My provisional decision**

My provisional decision is that I'm not currently minded to uphold this complaint.

### Responses

I asked for both parties to let me have their responses by 9 March 2026. Barclays responded accepting what I had said, Mr T didn't respond.

### **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.

Given that I haven't been presented with anything compelling disagreeing with my provisional decision, I see no reason to depart from it and so I fully adopt this as part of my final decision. My conclusions are that Barclays hasn't acted unreasonably and they're not liable for the loss that Mr T has claimed.

### **My final decision**

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr T to accept or reject my decision before 13 April 2026.

Chris Lowe  
**Ombudsman**