

## **The complaint**

Mr H complains about the details of a share purchase order he placed with AJ Bell Securities Limited.

## **What happened**

Mr H complained to AJ Bell when he saw a purchase trade on his account for a larger amount than he was expecting.

AJ Bell didn't uphold the complaint saying their records showed he had requested to purchase £80,000 worth of shares.

Remaining unhappy Mr B brought his complaint to this service where one of our Investigators looked into what happened. After listening to the phone call where the trade was placed they thought AJ Bell made clear that the amount was for £80,000.

Mr H disagreed saying he rang for the purpose of fixing an error with the app and that when AJ Bell confirmed the amount he heard £18,000 and not £80,000. He also said he wasn't aware that AJ Bell had the facility to trade on his behalf over the phone.

Our Investigator considered what Mr H said but still thought AJ Bell acted reasonably and didn't mislead him into making a trade.

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 H 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 H that I've read and considered everything that has been provided even if I don't mention it in detail. I've summarised some things which reflects the informal nature of our service.

I've listened to the call between Mr H and AJ Bell where the order was placed. And I understand from AJ Bell that as part of the complaint investigation a copy was provided to Mr H for review.

During the call Mr H says he was trying to make a purchase of stock but he was getting an error message. AJ Bell confirms the name of the stock Mr H was trying to purchase and said there was a problem providing a quote for the order, but they could look into placing the trade over the phone using the same online rate if he was interested.

AJ Bell asks how much Mr H was looking to invest which he says was £80,000. AJ Bell confirmed this amount with Mr H before proceeding.

Then AJ Bell said they would read back the details and that Mr H should stop and let them

know if there were any changes. There was then a discussion about the issues with the quote where AJ Bell said it was possible to get a quote for a smaller amount and the issue was with getting a quote for the *larger amount of 80*.

AJ Bell said the order ticket was ready and there would be a read back of the details and again told Mr H to stop and let them know if there was anything he wanted to change.

It was then confirmed that Mr H was looking to invest £80,000 including charges in the particular stock. AJ Bell asked if Mr H was happy and wanted to go ahead with the order and Mr H agreed saying *yeah you can go ahead*.

The amount of £80,000 was confirmed several times during the call and Mr H was given the opportunity to make any changes if things weren't right. So I'm satisfied the amount of the trade was made clear and that it was what Mr H requested.

I've also taken into consideration that when trying to place the order online Mr H had several times requested an amount of £80,000. So it seems that a trade for £80,000 was what Mr H was trying to do.

Mr H said he was in a noisy coffee shop and there was a bad line on the phone call. And I understand this might be the case, however AJ bell confirmed the amount several times which wasn't questioned or corrected. And listening to the call I don't think it was obvious there might have been any issues with background noise or Mr H not understanding what was being discussed.

Having carefully considered everything that happened I'm satisfied AJ Bell acted fairly and reasonably when dealing with Mr H so I won't be asking them to take any further action.

### **My final decision**

For the reasons I've explained above my decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr H to accept or reject my decision before 7 May 2026.

Warren Wilson  
**Ombudsman**