

The complaint

Mrs W complains, via a representative, Shawbrook Bank Limited didn't tell her her Individual Savings Account (ISA) was due to mature.

What happened

Mrs W said her fixed rate cash ISA with Shawbrook matured in December 2024, without Shawbrook sending any '*meaningful notification*'. Mrs W explained the ISA moved to a rate of 0.1% interest after the maturity date, where it remained for over 200 days, earning approximately £55 worth of interest.

Mrs W explained had the rate remained the same, she calculated she would have earned over £2,000 in interest during this period.

Mrs W's representative confirmed she received an email on 15 November 2024 from Shawbrook, which was titled '*Your Fixed Rate ISA Bond is about to mature*'. Mrs W said this email didn't mention the 0.1% default interest rate or the consequences of not acting and only instructed her to login to see available products.

Mrs W said she received a further email from Shawbrook on 25 November 2024. However, this email only explained a new document had been added to her online account and didn't contain any information about the maturity of her ISA.

Mrs W also confirmed she received a further email from Shawbrook on 7 December 2024, but this again simply notified her a document had been added to her online account.

Mrs W complains the emails didn't contain information or explain the urgency of the action she needed to take.

Mrs W also explained she had received emails in 2023 that clearly presented interest changes and new rates within the body of the email.

Mrs W wants Shawbrook to pay her over £2,000 in lost interest and review its procedures for notifying customers about the maturity of products.

Shawbrook has provided evidence of the three emails it sent to Mrs W's nominated email address. The email sent to Mrs W's on 15 November was titled '*Important Message – Your Fixed Rate ISA Bond is about to mature*'.

The email begins '*You are reaching the end of your Fixed Rate ISA term.*' The email then explains how Mrs W can log in to her account and provides step-by-step guidance for this.

Shawbrook issued a final response letter to Mrs W. It confirmed it wrote to Mrs W by email twice before the maturity of her ISA and once shortly afterwards. Shawbrook also confirmed Mrs W had logged into her Shawbrook online account and sent a message to it on 18 December, several days after the ISA had matured.

Shawbrook stated it had followed its '*standard process*' and therefore couldn't uphold Mrs W's complaint.

Our investigator didn't think Shawbrook needed to take any further action as they didn't think Shawbrook had made a mistake. They explained Mrs W had regularly opened savings

products online with Shawbrook since 2022 which were largely managed through its online portal.

Our investigator also recognised Mrs W had received three emails from Shawbrook about her ISA. They also thought the evidence presented by Shawbrook showed Mrs W had access to, and had successfully logged on to, her online account shortly after her ISA had matured.

Mrs W, through her representative, disagreed with our investigator's recommendation. She explained she didn't believe it was appropriate for Shawbrook to use an online platform for something as important as maturity letters.

As Mrs W has rejected our investigators recommendation, her complaint has been passed to me to make a final 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.

I appreciate how strongly Mrs W feels about her complaint. Although I may not mention every point raised, I have considered everything but limited my findings to the areas which impact the outcome of the complaint. No discourtesy is intended by this, it just reflects the informal nature of our service.

Where evidence is incomplete, inconclusive or contradictory, I must make decisions on the balance of probabilities – that is, what I consider is more likely than not to have happened in light of the available evidence and the wider surrounding circumstances.

The issue at hand is whether I am persuaded Shawbrook provided Mrs W with reasonable and fair notification of the maturity of her ISA and the consequences of not acting.

I accept, to some degree, the emails sent in late November and early December didn't indicate, directly, Mrs W's ISA was due to/had matured, but they did ask her to take action and notify her of documents added to her online portal. Importantly, they were sent after the key email of 15 November 2024.

As I have described above, the email was explicitly titled and gave a clear, unambiguous indication what it was about. I also note it was prefixed with '*Important Message*' and was from a financial institution she had a business relationship with. I think, on balance, this strongly indicated Mrs W needed to carefully consider the email and log on to her account as her ISA was due to mature.

Additionally, I would not have expected this email, or the other two sent subsequently, to have contained details of sums involved, account numbers or personal information. Our service recognises such information isn't usually suitable to be sent via email, which is less secure than other means. This is why businesses often use online secure portals to provide detailed information.

In any event, I am satisfied this email reasonably conveyed to Mrs W her ISA was maturing and she needed to consider her options. I also note this email provided a clear six-step process for her to log on to her account to see the options available with Shawbrook.

Furthermore, Shawbrook has demonstrated to me Mrs W did use and access her online account with Shawbrook, with approximately 20 successful logins to her online account since late 2022. I understand Mrs W has disputed the relevance of the login on 18 December, but this evidence reasonably demonstrates to me she had access to her online portal and could use it to manage her financial affairs.

I appreciate Mrs W has compared the service she received from Shawbrook with other businesses, explaining other businesses have written and posted letters to her. However,

businesses are reasonably entitled to decide how they communicate with customers. I can see Shawbrook explains in its terms and conditions it will contact customers in advance of a fixed term account ending, it doesn't stipulate the method, but does explain it will notify customers by email when it uploads a secure message. It also specifies; *'We will contact you by text message, by email and by Secure Message to give you information about your savings account or to let you know that a statement or document is ready to view in your account.'*

What occurred therefore appears consistent with the terms and conditions Mrs W agreed to when she opened her account with Shawbrook. I am therefore not persuaded Shawbrook made a mistake when it emailed Mrs W about the maturity of her ISA and I can't see there was any specific obligation on Shawbrook under these terms and conditions, to write to Mrs W by post. I therefore do not uphold this complaint.

Whilst I appreciate Mrs W may be disappointed with my decision, I trust I have explained in sufficient detail why I don't think it would be fair or reasonable to hold Shawbrook liable for the losses she has claimed.

My final decision

For the reasons I have given, my final decision is I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs W to accept or reject my decision before 8 May 2026.

Gareth Jones
Ombudsman