

The complaint

Mr F complains Triodos Bank UK Limited refused to raise a direct debit guarantee scheme claim for him.

What happened

Mr F has an account with Triodos Bank.

Mr F says he contacted Triodos Bank on 20 January 2026 to say a direct debit for just under £150 had been taken from his account. He asked Triodos Bank to claim this money back under the direct debit guarantee scheme saying the payment was unauthorised. Mr F says Triodos Bank asked for evidence that the insurance policy to which the payment related had been cancelled. He complained about this saying that under the direct debit guarantee scheme refunds should be immediate.

Triodos Bank looked into Mr F's complaint but didn't uphold it. Triodos Bank said the direct debit guarantee scheme only promises an immediate refund if an error had been made. Triodos Bank said it, therefore, needed to ask Mr F for additional information to confirm an error had been made. Mr F was unhappy with Triodos Bank's response and so complained to our service.

One of our investigators looked into Mr F's complaint but didn't recommend that it be upheld. They said that Triodos Bank hadn't acted unfairly or unreasonably when it asked for the additional information it did. Mr F didn't agree and asked for his complaint to be referred to an ombudsman for a decision. His complaint was, as a result, passed to me.

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.

There's no dispute now – as far as I can see – that the payment that left Mr F's account on 20 January 2026 shouldn't have been taken. I say that because I've seen evidence that the merchant who took the payment subsequently refunded it and evidence that the policy to which the payment related was cancelled. There is, however, still a dispute about whether Triodos Bank acted fairly or not when it said that it needed more information before it could refund Mr F's payment under the direct debit guarantee scheme. Mr F says Triodos Bank should have given him an immediate refund. Triodos Bank says it needed to establish that there had been an error first.

I can see that Mr F contacted Triodos Bank to say that there'd been an unauthorised payment on his account. I can also see that he provided Triodos Bank with an email from the merchant who'd taken the payment saying that his policy had been cancelled on 2 January 2026 as a payment had been missed. In this case, I don't think it was unreasonable of Triodos Bank to ask Mr F for additional evidence to show that the payment in question had been taken in error. I say that because the direct debit guarantee applies when an error has occurred. Fortunately, the fact that Triodos Bank asked for this additional information didn't

get in the way of Mr F receiving a refund as the merchant refunded the money in question shortly afterwards. In the circumstances, I agree with our investigator that this isn't a complaint that ought to be upheld.

My final decision

My final decision is that I'm not upholding this complaint.

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

Nicolas Atkinson
Ombudsman