

complaint

Mr M complains about delays in receiving two payments he sent via TransferWise Ltd.

background

On 11 December 2018 Mr M set up two transfers using TransferWise. Mr M was sending funds from abroad so needed to convert them to Sterling (GBP) from Swiss Francs (CHF). One transfer was for 22,000 CHF and the other was for 2,000 CHF.

On 12 December 2018 TransferWise confirmed it had received Mr M's funds to transfer onto his UK account.

Mr M says he didn't receive his money so contacted TransferWise on 14 December 2018. TransferWise told Mr M that there was a delay with his bank in the UK. But Mr M says that when he spoke to his bank he wasn't told about any problems with his transfers.

On 19 December 2018 TransferWise asked Mr M to confirm the purpose of the transfer and he said he was sending money he'd earned back to the UK.

On 24 December 2018 the larger of the two payments was received in Mr M's bank account. The second payment was received on 8 January 2019, nearly a month after it was sent.

Mr M complained but TransferWise didn't agree it had caused the delay. TransferWise said the delay was caused by Mr M's bank and that it had made reasonable efforts to try and speed things up. TransferWise offered to send two free payments of up to £2,000 as a gesture of goodwill.

Mr M referred his complaint to this service and an investigator looked at it. They didn't find any evidence that the delay was caused by TransferWise and were satisfied it had sent the payments to Mr M's bank on 12 December 2018. The investigator said they'd seen evidence of the information requested by Mr M's bank and the times it had taken TransferWise to respond. The investigator didn't uphold Mr M's complaint and he asked to appeal so it's been passed to me to make a decision.

my findings

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

Like the investigator, I haven't found any evidence of a delay by TransferWise. I'm sorry to disappoint Mr M but from what I've seen, TransferWise made his payments on 12 December 2018 and reacted quickly when his bank contacted it for information.

Mr M's bank contacted TransferWise for information on 18 December 2018 and it responded with the information requested the following day. I know Mr M feels TransferWise was the party requesting information about his payments but the evidence I've seen doesn't support that.

The second payment wasn't received into Mr M's account until 8 January 2019. TransferWise has sent in copies of its emails to Mr M's bank requesting updates on the second payment. I can see that throughout this time the funds were not held with TransferWise and had already been transferred to Mr M's bank. Aside from responding to information requests and asking for updates on the status of the payments there was little TransferWise could do. I haven't found any evidence to show TransferWise delayed his payments.

In his response to the investigator Mr M said TransferWise should've done more to keep him informed of the situation. But I think it provided updates and information as best it could. TransferWise no longer had Mr M's money so the information it could give him was limited.

TransferWise offered Mr M two free transfers as a gesture of goodwill. I leave it to Mr M to decide whether he wants to take up that offer. But as I haven't found any evidence of a delay or poor service by TransferWise I'm not telling it to take any further action to resolve this complaint.

my final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 14 June 2019.

Marco Manente
ombudsman