

## **complaint**

Miss T complains that due to system error at Think Money Limited she was unable to access her money. This ruined a planned day out with her son.

## **background**

On 17 June 2015, a payment was due to be made into Miss T's account. Due to a system error this payment was delayed.

Miss T says that she had planned to take her son out for the day but because she could not access her money this was ruined.

Think Money says that the problem was resolved on the morning of 19 June. It says that Miss T contacted it on 17 June and it explained it was experiencing problems and offered to refund Miss T the £14.50 management fee, which it says was accepted. It also says it transferred £25 from Miss T's account to her card account giving her money to spend. It says that if Miss T explained she was taking her son out and needed more money it would have considered making additional funds available.

On 18 June it says it contacted Miss T to say the issues were ongoing and to offer emergency funds. It says Miss T declined this offer based on the information that her funds would be available on 19 June. It says that its final response letter upheld Miss T's complaint and said that if Miss T had suffered any financial loss she should provide evidence of this so it could assess any redress.

The adjudicator said that when Miss T told Think Money that she would not be able to do the things she had planned because the money had not gone into her account, the bank did not make an offer of emergency funds. She said Miss T was not offered emergency funds until the following day in a call back after she had asked to raise a complaint. The adjudicator said this issue had caused distress and inconvenience to Miss T and recommended that Think Money pay her £200 compensation.

Think Money said that it did all it could to assist Miss T given the information it had. It said it believed the money it provided on 17 June was sufficient and that Miss T did not tell it she had made plans for the previous day until it called her on 18 June.

## **my findings**

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

My role is not to punish Think Money but where a mistake has been made to make sure that the customer is put back in the same position she would have been in had the mistake not been made and, where appropriate, to award compensation.

In this case a mistake was made and Miss T was not able to access the money that was due to be paid into her account on 17 June. It was not until 19 June that this money was available.

Think Money did transfer some money To Miss T's card account so that she had some funds available. However, this was less than Miss T would have had available if the systems

error had not occurred. Miss T says the lack of funds ruined her planned day out with her son.

While I appreciate that Miss T did not make it clear on the call on 17 June that she planned to take her son out, she did say that the issue meant she would not be able to do the things she had planned. She also said when the offer to move funds to her card account was made that this would not be enough.

I accept that when Think Money called Miss T on 18 June it offered her emergency funds and that she declined these based on the understanding her payment would be available in her account the next day. But, because Miss T had expected the money to be available on 17 June and made plans for that day, I find that the offer made on 18 June was too late.

I have nothing to suggest that Miss T has suffered any financial loss but I do find this issue has caused her trouble and upset. Based on the upset this caused her, I find that the £200 recommended by the adjudicator is fair and reasonable.

### **my final decision**

My final decision is that Think Money Limited should pay Miss T £200 compensation to settle this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss T to accept or reject my decision before 30 December 2015.

Jane Archer  
**ombudsman**