

### complaint

Mr and Mrs W complain that Royal Bank of Scotland plc took too long to transfer some money. Also the customer service was poor. They would like compensation for lost interest, costs and stress.

### our initial conclusions

Our adjudicator didn't uphold the complaint. She felt the compensation RBS has paid of £230 was fair. Mr and Mrs W don't agree. They don't think RBS has acted fairly or appropriately. They want to know what RBS will do to prevent the same thing happening to other customers. And they want more compensation.

### my final decision

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. I can understand Mr and Mrs W's frustration. They wanted to transfer a large sum of money from a house sale. But couldn't make one single payment. They had to make a number of smaller payments over several days. Mrs W says they were worried about the safety of their money. It was more than the £85,000 limit of the Financial Services Compensation Scheme. They were on holiday abroad which must've made it more difficult to sort out.

There's no dispute that Mr and Mrs W couldn't make one single transfer. They had to make a number of smaller ones. RBS has apologised and explained that there's no daily limit on transfers. But limits can be applied for a number of reasons including security. I know this isn't the response Mr and Mrs W want. But the limits imposed are to protect customers. I don't think I can fairly say that RBS has done anything wrong.

Mr and Mrs W would like to know what RBS will do in future to prevent this happening to other customers. Unfortunately I can only look at the effect RBS's actions have had on them. RBS accepts its customer service was poor. It didn't explain there were other ways the transfer could be made. Or that the FSCS now protects large temporary increases in funds. For example from house sales. RBS has paid a total of £230 compensation which I think is fair for the costs and distress caused.

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

Under the rules of the Financial Ombudsman Service, I am required to ask Mr and Mrs W either to accept or reject my decision before 11 April **2016**.

**Bridget Makins**

ombudsman at the Financial Ombudsman Service

The ombudsman may complete this section where appropriate – adding comments or further explanations of particular relevance to the case.

ombudsman notes

what is a final decision?

- A final decision by an ombudsman is our last word on a complaint. We send the final decision at the same time to both sides – the consumer and the financial business.
- Our complaints process involves various stages. It gives both parties to the complaint the opportunity to tell us their side of the story, provide further information, and disagree with our earlier findings – before the ombudsman reviews the case and makes a final decision.
- A final decision is the end of our complaints process. This means the ombudsman will not be able to deal with any further correspondence about the merits of the complaint.

what happens next?

- A final decision only becomes legally binding on the financial business if the consumer accepts it. To do this, the consumer should sign and date the acceptance card we send with the final decision – and return it to us before the date set out in the decision.
- If the consumer accepts a final decision before the date set out in the decision we will tell the financial business – it will then have to comply promptly with any instructions set out by the ombudsman in the decision.
- If the consumer does not accept a final decision before the date set out in the decision, neither side will be legally bound by it.