

complaint

Mrs S complains that she asked Barclays Bank Plc to make a CHAPS payment for just over £250,000 on 27 January 2016 but the payment wasn't made until 2 February 2016.

background

The payment was for the purchase of a property and Mrs S wants to understand why this happened and compensation for the delayed payment.

Our adjudicator noted that the payment that the bank was asked to make was highly unusual for the account that it was to be made from. The account is infrequently used, it receives no regular credits but had received a number of large cash credits, with transfers then being made. And Mrs S had confirmed that the property had been purchased in any event.

So, taking everything into account, and that banks have legal and regularity obligations to observe when operating accounts, the adjudicator didn't think the actions of the bank were unreasonable. She therefore didn't consider the bank needed to pay compensation to Mrs S.

Mrs S has asked that her complaint be reviewed. She maintains that she should be able to know why the payment was delayed; and she should be paid compensation.

my findings

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

Having done so, I've come to the same findings and conclusions as the adjudicator. I recognise how frustrating - and inconvenient - it is to not be able to make desired transactions and to not know why funds are inaccessible.

But, in short, a bank can't always guarantee when transactions are able to be made or that funds in an account are readily available at all times.

And it's also the case that the bank isn't obliged to provide an explanation as to why transactions can't be carried out at the moment an account holder is seeking to make them, or as to why funds are generally not accessible.

Of course, a bank is expected to adopt a set of procedures for administering an account, in making funds available that are held in the account and in dealing with requests to make payments from an account. But the bank has such procedures in place and I can't specify exactly what they should be. And, as the adjudicator said, Barclays also has legal and regulatory obligations to observe when administering accounts.

Here, I'm not aware that Barclays failed to follow its own procedures or to comply with relevant terms and conditions in making the payment when it did. And taking everything into account, I can't say Barclays acted inappropriately, in dealing with Mrs S' account over the period that she wasn't able to make the CHAPS payment.

Given my conclusions, although I acknowledge the upset and inconvenience Mrs S has suffered, I don't consider that there's any basis on which I can fairly and reasonably require the bank to pay compensation to her, provide any further explanations or take any other action.

my final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs S to accept or reject my decision before 11 April 2016.

Ray Neighbour
ombudsman