

complaint

Miss F complains that Creation Financial Services Limited did not make a balance transfer correctly and that, when part of the transfer was recalled, it caused one of her accounts to have a debit balance.

background

Miss F has a store card account with Creation. She says that she asked Creation to make two balance transfers from that account to other store accounts in September 2012. Creation made a balance transfer to one of the accounts but not the other. It then recalled part of that balance transfer which caused that account to have a debit balance. Miss F complained to Creation but was not satisfied with its response so complained to this service.

The adjudicator recommended that this complaint should be upheld in part. She concluded that Creation made the initial balance transfer correctly but she was not satisfied that Miss F had requested or agreed to a recall of part of the balance transfer. The adjudicator concluded that, by making the balance transfer, Creation had caused confusion and inconvenience to Miss F. She recommended that it should pay £100 compensation to Miss F for that confusion and inconvenience.

Creation says, in summary, that it has not acted incorrectly or caused any further inconvenience to Miss F. It says that it has tried to assist her in rectifying her mistake and cannot agree to offer any compensation.

my findings

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint.

Although Miss F wanted to make two balance transfers, I am not persuaded that there is enough evidence to show that she requested two balance transfers. On the basis of the evidence that I have seen, I consider it to be more likely than not that she requested a single balance transfer for the combined amount. I therefore consider that it was fair and reasonable for Creation to make that transfer. Miss F then contacted Creation and said that she had wanted to make two transfers. Creation then recalled part of the amount that had been transferred but I have not seen enough evidence to show that Miss F had requested that a recall be made or that Creation told her that a recall had been made. The recall caused one of Miss F's accounts to have a debit balance because, by then, she had cleared the outstanding balance of that account. However, the recalled amount was credited to Miss F's Creation account and I am not persuaded that there is enough evidence to show that she has suffered a financial loss as a result of the recall.

I consider that Creation was trying to help Miss F to achieve what she had originally intended but that its failure to properly explain to her what it was going to do and to tell her about the recall has caused her confusion and inconvenience. I consider that it would be fair and reasonable for it to pay her £100 to compensate her for that confusion and inconvenience.

my final decision

For these reasons, my decision is that I uphold Miss F's complaint in part. In full and final settlement of it, I order Creation Financial Services Limited to pay £100 to Miss F to compensate her for the confusion and inconvenience that she has been caused.

Under the rules of the Financial Ombudsman Service, I am required to ask Miss F to accept or reject my decision before 16 January 2015.

Jarrold Hastings
ombudsman