

## **complaint**

Mr K complains Vanquis Bank Limited gave him incorrect information which meant he went ahead with a transaction that turned out to be a scam.

## **background**

I issued a provisional decision about this complaint last month. In that decision I said Mr K had paid a third party just over £150 after it agreed to pay off his credit card bill which was just under £210 at the time. He had done so having checked with Vanquis that his credit card bill had been paid off and the payments couldn't be recalled without Vanquis contacting him. Unfortunately for Mr K the payment was subsequently recalled which led him to complain he was £210 out of pocket. In my decision I said that Mr K should have suspected that this was a scam – the third party's offer was too good to be true and there were warning signs. I also said that I didn't accept he'd made a loss because I could see that the payment to the third party came from his employer. I asked both parties for comments.

Vanquis accepted my provisional decision. Mr K didn't. He said he worked extremely hard for his money and he wasn't happy that I'd said he should have noticed that the scam was too good to be true. He was also unhappy that he'd not received the £50 compensation Vanquis said it had paid him for the upset its incorrect information had caused.

## **my findings**

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

Our adjudicator has checked with Vanquis whether it paid Mr K the £50 compensation it said it had. Vanquis accepted that it hadn't done so, and offered to pay the compensation along with 8% interest. I don't think I need to ask Vanquis to do more than this.

I accept that Mr K works hard for his money. I also accept that he's upset at what has happened – he's been scammed by a third party. I do, however, remain of the view that Mr K should have suspected that this was a scam. More importantly, it's Mr K's employer that has made a loss here (if anyone). So I remain of the view that it wouldn't be right to require Vanquis to refund any money.

## **my final decision**

My final decision is that I'm not upholding this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr K to accept or reject my decision before 21 November 2016.

Nicolas Atkinson  
**ombudsman**