

The complaint

Mr C complains that Zopa Bank Limited can't remove a linked bank account and he didn't want his funds in a notice account.

What happened

Mr C says he can't remove a linked bank account from his Zopa account. He says his funds had been moved into a notice account, so when he tried to withdraw the funds, he was unable to do so, even though he didn't activate the savings pot. He says that Zopa changed the name of a pot on an old statement whereas he had changed the name recently. He said they do not email him when changing a pot name. Mr C made a complaint to Zopa.

Zopa offered Mr C £25 as a gesture of goodwill as they said their services could be improved. Zopa said at present, the functionality to remove a linked bank account on the savings account was not available. They said Mr C had requested a seven day boost. Zopa said there is no requirement for them to issue emails when changing a pot name. Zopa said in relation to the name of a pot on an old statement, when a statement is first downloaded it will pull through the name of the pots at that time. They said if he was to download/view that same monthly statement again after changing the name of his pot, the name would remain the same as what it appeared on the statement when he first downloaded it. Mr C brought his complaint to our service.

Our investigator did not uphold Mr C's complaint. She said she had not seen any evidence to suggest he didn't boost his pot. She said Mr C was aware of how boosts work, and he had previously used this feature, so on balance she felt it's more likely than not, he'd boosted this pot. Mr C asked for an ombudsman to review his complaint.

What I've decided – and why

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

I'd like to explain to Mr C that it is not within this service's remit to tell a business how to run their systems, such as telling them they must remove a linked account when a customer asks for it, changing the names on pots after a statement has first been downloaded or to email customers when a pot name changes. It would be the role of the regulator – the Financial Conduct Authority, who have the power to instruct Zopa to make changes to their policies and procedures, if necessary.

I asked Zopa if they had an audit of the boosted pot to evidence if Mr C had boosted the pot. They have provided me with an audit of this pot. I can see that he logged in on 26 January 2023 at 2:53pm. At 2:55pm he pressed to boost his pot. This is reflected on a transaction screenshot Zopa has sent us which shows on 26 January 2023 he transferred £7,500 to a seven day notice pot. So I am satisfied that Mr C had instructed this account to be boosted to a seven day notice pot. I've looked at what the terms and conditions of the account says regarding access to pots which are boosted.

The terms say *“If you want to access funds in a Boosted Pot, you can let us know at any time in the Zopa app. Your savings will only be accessible after the notice period you selected has expired. For example, if you selected a 30 day Boosted Pot, you will only be able to access the funds 30 days from when you let us know.”* So here, as the evidence shows Mr C boosted a pot to a seven day notice pot, he would only be able to access the funds seven days after he let Zopa know he wanted access to the funds. I have seen no evidence that they moved Mr C’s funds/boosted the pot without his authority. So I’m not persuaded Zopa did anything wrong here.

Zopa have offered Mr C £25 as a goodwill gesture as they acknowledge their services can be improved. So if Zopa haven’t paid this to Mr C yet, they should pay him this. But I don’t require Zopa to do anything further.

My final decision

Zopa Bank Limited has already made an offer to pay £25 to settle the complaint and I think this offer is fair in all the circumstances.

So my decision is that Zopa Bank Limited should pay Mr C £25 (but only if they haven’t already paid him this). But I won’t be requiring them to do anything further.

Under the rules of the Financial Ombudsman Service, I’m required to ask Mr C to accept or reject my decision before 10 October 2023.

Gregory Sloanes
Ombudsman