

The complaint

Miss C complains that Atlantic Money Ltd didn't transfer money in the time scale it said it would.

What happened

Miss C says she paid Atlantic £11.04 to use its express service to transfer money in January 2023. She says the product was advertised as being an instant transfer, but the money was not received in the recipient's account instantly. Miss C says Atlantic's advertising is misleading and she would like the payment refunded.

Atlantic says it makes clear the payment or transfer should be immediate, but it explains there may be reasons why it isn't. It says it transferred Miss C's money immediately, but the recipient bank took until the following business day to credit the recipient. Atlantic says it makes clear that may take place but says it offered Miss C a free transfer which she has accepted.

Miss C brought her complaint to us, and our investigator didn't uphold the complaint. The investigator thought Atlantic made clear that a transfer should be received the same day but with no guarantee. The investigator thought Atlantic had sent the money straight away.

Miss C doesn't accept that view and maintains Atlantic makes clear the recipient should receive the money instantly.

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.

Having done so I have come to the overall view that I don't uphold this complaint.

I have looked carefully at the screenshots both Miss C and Atlantic have provided. I can see that it says the recipient should receive the money instantly. I think the crucial word is "should" and that Atlantic isn't providing a guarantee, which I don't think it could do in any event as it clearly isn't responsible for another bank's actions.

I'm satisfied that Miss C paid for an express service which is what she received as compared to Atlantic's normal standard service. I'm also satisfied that account terms and conditions as well as other documents make clear that a transfer should be instant but there are factors that may prevent that. So, I would have expected Miss C to have reasonably appreciated what those other documents said as I think she had agreed to the account terms and conditions.

In any event I can see the recipient received the money the following business day and there doesn't appear to have been any urgency over the transfer. I can also see that Atlantic has fairly offered Miss C a free transfer which she has either accepted or used.

Overall, I'm satisfied that Miss C paid for a service she received, and that Atlantic didn't

make any guarantees to her but made the transfer process clear. This now brings an end to what we in trying to resolve this dispute informally can do.

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 Miss C to accept or reject my decision before 2 September 2023.

David Singh
Ombudsman