

The complaint

Mr C complains that Barclays Bank UK PLC hasn't refunded three failed transactions he attempted on his account using a third-party payment method.

What happened

In October 2022 Mr C made a number of payments from his Barclays account. Some of these payments were successful but some were recorded by the third-party as failed. Mr C says that three failed payments were debited to his account and Barclays hasn't returned the funds. Mr C complained to Barclays, but it didn't uphold the complaint and has said that the failed payments had been reversed and that is why Mr C's statements do not show the amount as credits to his account.

Mr C brought his complaint to the Financial Ombudsman Service and one of our Investigators looked into things. Initially our Investigator thought that Barclays hadn't returned the amounts to Mr C, but after Barclays provided further evidence, the Investigator thought that Barclays hadn't done anything significantly wrong.

Mr C didn't agree with the Investigator and asked that an Ombudsman decides the 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.

Mr C has expressed his disappointment that the Investigator initially thought Barclays did something wrong. I acknowledge Mr C's strong view in this regard, but the Investigator did explain at the time that her view may change if she received further information from Mr C or Barclays. This is what happened in this case - Barclays provided additional evidence for the Investigator to consider and this led to the Investigator changing her mind. I hope it will give Mr C some comfort that I've independently reviewed the complaint, the evidence, and the comments he and Barclays have provided before I reached my final decision.

I understand that Mr C will be disappointed, but I've decided that Barclays hasn't done anything significantly wrong. Although my reasons are very much in line with the Investigator, I will try and provide an explanation in a way I hope will help Mr C understand why I won't be asking Barclays to do anything else.

Mr C says he is concerned that Barclays hasn't refunded the failed payments and has provided evidence of the failed payment attempts. Mr C says these amounts appear on his bank statement with no associated credits. I will deal with each separately.

Payment of £807.75

I've looked at Mr C's bank statement and can see there are two debits to his account for £807.75 on 20 October. Mr C has provided evidence to show that he made two successful

payments for this amount – through the third-party – on 19 October. I'm satisfied that the information on Mr C's bank statement makes it clear these two transactions were authorised and debited to his bank account on 19 October. However, on 20 October, Mr C attempted to make a further payment of £807.75 through the third-party, but this failed. This transaction doesn't appear on Mr C's statement, but I've seen that Barclays audit trail shows the failed transaction was reversed. Barclays has explained that it doesn't show this type of transaction on a bank statement as the payment request failed. It may have helped Mr C's understanding if Barclays had told him this at the time. Regardless of this, I'm satisfied that Barclays hasn't debited the transaction that failed on 20 October to his account, and I'm satisfied Barclays doesn't hold Mr C funds in this regard.

Payments of £816.99

I've reviewed Mr C's bank statements and the audit trail provided by Barclays. Mr C attempted two payments of £816.99 and these payments failed. This is confirmed in a screenshot of Mr C's transactions with the third-party. The screenshot also shows Mr C made a successful payment attempt, and Mr C's bank statement shows that £816.99 was debited to his account on 20 October. The statement refers to this transaction being made on 18 October though the third-party. This supports Mr C did successfully authorise one payment of £816.99 through the third-party and that only one payment of £816.99 was debited to his account.

The audit trail provided by Barclays supports Mr C made three attempts through the third-party for a payment of £816.99, and that two of these payments were reversed by Barclays. Although these reversals aren't shown on Mr C's bank statements, I'm satisfied that Barclays only processed one successful payment for £816.99, which is more likely than not the payment request Mr C's evidence confirms was successful. So, I'm satisfied Barclays hasn't debited the two transactions that failed on 18 October to Mr C's account, and I'm satisfied Barclays doesn't hold Mr C funds in this regard.

Mr C says that other unpaid items are shown on his statements and has provided evidence of such an item. I acknowledge this is the case, but the item Mr C has referred me to is an unpaid direct debit and effectively Barclays had already debited Mr C's account, rather than reversing a failed attempt to make a payment from the third-party.

Mr C may well have made payments that he hadn't intended through the third-party, but I'm mindful that Mr C has told Barclays that he isn't disputing the payments he has made – Mr C only disputes that Barclays didn't credit all the failed attempts to back to his account. However, I'm satisfied Barclays didn't debit the failed transactions to Mr C's account in the first place but instead reversed all the payments that had failed.

My final decision

For the reasons provided above I've decided not to uphold Mr C's complaint against Barclays Bank UK PLC.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 28 September 2023.

Paul Lawton
Ombudsman