

The complaint

Mr F is unhappy that Lloyds Bank PLC haven't refunded his money that he transferred by mistake to an incorrect account with another bank.

What happened

Mr F set up a payment transfer for an amount but entered the incorrect account to send the money to. When Mr F realised his mistake, he contacted Lloyds and it said it would deal with this through its fund recoveries area.

When Mr F was updated by Lloyds it said his case was now closed. The recipient bank didn't respond so Mr F's claim was unsuccessful. Mr F remained unhappy and brought a complaint to this service.

Our investigator didn't uphold the complaint. She said she understood how frustrating this would have been for Mr F. But she noted Lloyds had followed its internal policy and account terms and conditions when it tried to recover the money. Our investigator said Mr F ought to get in contact with the person he did send the money to as they would only need to fill out a form to arrange a return of the funds. Mr F confirmed he had last paid the account he mistakenly paid this time back in 2016 for some work to his car.

Mr F remained unhappy and asked for his case to be passed to an ombudsman for a final decision.

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.

Lloyds said *"when customers make a payment online they are shown a summary of their payment prior to confirming their transaction. This includes the amount to be paid and the receiving account details. Customers then have to check all the information is correct before requesting the funds to be debited from their account."*

And in terms of trying to get the money back for Mr F Lloyds said *"At that stage, the Bank determined the bank had taken the correct action in completing a bill payment in error and attempting to recall the money on a best endeavours basis."* So, I think Lloyds acted reasonably in contacting the recipient bank and trying to reclaim the money.

Lloyds terms and conditions say *"if a payment goes to the wrong person or is delayed because you gave us incorrect details, we won't refund you. We'll try to recover the payment for you, but may charge reasonable costs for doing this."*

Mr F made the transfer request and the bank followed his instructions. When he told Lloyds there was a problem it made reasonable efforts to get matters put right. Lloyds said there was no error made by it in dealing with Mr F's transfer request. I think Lloyds followed its process and account terms. Lloyds acted fairly in the circumstances.

My final decision

I don't uphold this complaint.

I make no award against Lloyds Bank PLC.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr F to accept or reject my decision before 11 August 2023.

John Quinlan
Ombudsman