

## **The complaint**

Mr L and Mrs L complain that they have been unable to pay off their mortgage with Santander UK Plc.

## **What happened**

Mr L and Mrs L have a mortgage with Santander. The mortgage is composed of a main account and two smaller accounts and is on an interest only basis. Mr L and Mrs L intended to pay off the majority of the borrowing by cashing in an endowment policy that they held with a policy provider. That endowment policy matured in July 2022. Mr L and Mrs L say that they have been given incorrect payment information by Santander that prevented them paying off the loans and the bank hasn't been pro-active in sorting the matter out even though it's been copied into all correspondence.

Our investigator didn't recommend that this complaint should be upheld as Santander confirmed the correct payment details to Mrs L. Mr L and Mrs L disagreed and asked for a review.

## **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.

This is a complaint against Santander and in order to uphold that complaint against I need to conclude that the bank has done something wrong. Santander is owed money by Mr L and Mrs L. I understand that Mr L and Mrs L can access the proceeds of an endowment policy. Mrs L contacted her policy provider which sent her a maturity form and in November in a phone call Mrs L contacted Santander to ask what account to pay the money into. I've listened to that call. Mrs L asked the adviser to confirm the sort code and account number that she had. The adviser confirmed she had the correct details and reminded her about the reference which was the mortgage account number. I understand that to be the correct sort code and account number and account reference. I've no indication that Mr L and Mrs L tried to make payment to that account but were prevented from doing so by any of the details provided by Santander being incorrect.

Santander are owed money by Mr L and Mrs L as these loans have now matured. It's not Santander's role to sort out the issues between Mr L and Mrs L and the policy provider about how that payment is affected. Santander provided correct details of the account to which that money should be paid which is sufficient. So, I can't fairly uphold this complaint.

## **My final decision**

My decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L and Mrs L to accept or reject my decision before 3 August 2023.

Gerard McManus  
**Ombudsman**