

The complaint

Mrs K complains about how Bank of Scotland plc trading as Halifax dealt with an Individual Savings Account transfer.

What happened

Mrs K says she opened a Halifax Individual Savings Account (ISA) in October 2022 with a view to transferring her existing ISA from a different provider to it. She says there was a problem transferring the money and a lack of communication from Halifax. Mrs K would like an explanation, the money transferred, and interest paid from when the money ought to have been transferred.

Halifax says the problem was with Mrs K's existing ISA provider and it correctly asked it to send it the money. It says it made about eight attempts to arrange the transfer. Halifax has now received the money and backdated the interest to when the transfer ought to have been completed by.

Mrs K brought her complaint to us, and our investigator upheld the complaint in part. The investigator thought Halifax had fairly backdated interest and didn't provide poor advice about the tax status of the account. The investigator recommended Halifax pay £200 compensation for a failure to follow up the requests to the existing ISA provider.

Halifax accepts that view, but Mrs K doesn't accept it. In summary she says she was given incorrect advice during a call to Halifax which may have resulted in her money losing its tax status and that the compensation isn't sufficient for what took place.

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 Halifax should pay £200 compensation.

I have looked carefully at Halifax's records and accept it ought to have done more to arrange the ISA transfer from Mrs K's existing ISA provider. I can see that Halifax now accepts that position and has fairly agreed to pay £200 compensation. I can also see that Halifax has put Mrs K back in the position she would have been in if the ISA transfer had been completed in around October/ November 2022 and has fairly backdated interest. It follows that I don't think Mrs K has suffered any financial loss as a result of what took place.

The key issue for me to consider is the compensation level. I have made clear that I don't think Mrs K suffered any financial loss but accept she would have been caused distress and inconvenience in calling Halifax, spending some time on a telephone call with it. I appreciate Mrs K says she was given incorrect advice which could have resulted in her money losing its tax-free ISA status. I have listened to the relevant call, and I don't think incorrect advice was given but general information about the account. In any event I have to consider the actual impact, rather than what could have happened. And it's clear there was no loss of a tax-free

status.

Overall, I'm satisfied Halifax has fairly agreed to pay £200 compensation which I think is in line with the type and amount of an award we would make in these circumstances. I find that amount fair and reasonable and fairly considers the length of time this complaint took to resolve. I accept that Halifax ought to have done more to resolve this issue and accept that Mrs K was waiting for some time for the money to be transferred.

Putting things right

Halifax should pay the £200 compensation it's agreed to pay.

My final decision

My final decision is that I uphold this complaint in part and order Bank of Scotland plc trading as Halifax to pay Mrs K £200 compensation.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs K to accept or reject my decision before 5 August 2023.

David Singh
Ombudsman