

The complaint

Mr W complains that when Tymit Ltd (“Tymit”) closed his account it refunded the credit balance of £1.11 to an account he was unable to access. Mr W wants to know where his balance was refunded to.

What happened

Mr W held a Tymit account. Mr W deposited £4.92 into his Tymit account using a third party payment provider. On 21 December Tymit informed Mr W it was no longer offering a particular service and that it was going to close his account. Tymit advised Mr W that it would refund credits to his account from the account they originated from. At the time Tymit closed Mr W’s account he had a credit balance of £1.11.

Tymit says it refunded this amount to an account number ending in 6275 which was the account the funds originally came from on 7 February.

Mr W says he never received this into his account and had never heard of this account. Mr W says he checked with the third party payment provider he used to make the deposit if it knew of this account but was referred back to Tymit for an answer.

Mr W brought his complaint to this service. He wants to know where his money went. Tymit says that it refunded the same account as where the money originated from and that Mr W should chase this up with the business who it refunded the money to.

One of our investigators looked into Mr W’s concerns and reached the conclusion that Tymit hadn’t done anything wrong as it did what it said it would do and refunded the credit balance to the account it originated from and that Mr W should take his concerns up with this business to track down the balance.

Mr W disagreed and has asked for an ombudsman’s decision.

I issued my provisional decision on 2 November 2023. In my provisional decision, I explained why I was proposing to uphold Mr W’s complaint. I invited both parties to let me have any further submissions before I reached a final decision. Mr W confirmed his acceptance of my decision and Tymit confirmed receipt but failed to provide any new information.

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.

In my provisional decision I said that:

“My role is to look at the problems Mr W has experienced and see if Tymit has done anything wrong or treated them unfairly looking at all the evidence. And, where there’s a

dispute about what happened, I've based my decision on what I think's more likely to have happened in light of the evidence.

And having done so I'm currently minded to uphold Mr W's complaint.

Tymit says that it sent the balance back to the account it originated from and have provided screen shots showing that £4.92 was deposited on 15 December from account ending 6275 bringing his account balance to £2,069.43. And that on 7 February the account balance of £1.11 was refunded to the same account.

But I don't think this shows me that the £4.92 originated from account ending 6275. All this shows me is that this passed through or was received from this account and that Tymit refunded £1.11 back to this account.

Mr W says the deposit of £4.92 he made to his Tymit account was made through a third party payment provider through its app and that he doesn't hold an account with this payment provider as it doesn't hold money – it is just a payment service.

Mr W says he's never received the credit balance back and he's never heard of the account Tymit says it refunded the money too. Mr W thinks that Tymit has made a mistake and refunded his credit balance of £1.11 to the third party payment provider's corporate account

Mr W has also provided a message received from Tymit on 12 January advising that the £1.11 balance of his account originated from two separate amounts (£1.07 + £0.04) and that it was trying to refund this to the account it was received from, but it had identified an error that its development team was investigating.

Mr W says the two different amounts of £1.07 and 0.04 originated from two different sources through the third party payment app and that he thinks Tymit has made a mistake by returning this to the third party's corporate account.

It's clear that something has gone wrong in the refund of the credit balance Mr W held in his Tymit account. And having considered everything – I think this is likely due to an error on Tymit's part. Indeed, I can see from its message it agreed an error had occurred which was being looked into from its development team.

I appreciate Mr W would like to know where his balance went, but based on the information I have, it's not possible to provide an answer to this. And although I accept the amount involved is minimal, I think Tymit's investigation into Mr W's complaint is unsatisfactory. So to put things right I think Tymit should compensate Mr W £50 for the inconvenience caused by not refunding his balance or explaining what went wrong".

As Tymit hasn't provided any further evidence or arguments for consideration, and Mr W has accepted my provisional decision I see no reason to depart from the conclusions set out in my provisional decision. It follows that I uphold this complaint.

My final decision

For the reasons I've explained I uphold Mr W's complaint against Tymit Ltd and direct it pay £50 fair compensation.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr W to accept or reject my decision before 2 January 2024.

Caroline Davies
Ombudsman