

## **The complaint**

Mrs S complains about National Savings and Investments (NS&I) crediting the wrong bank account and causing her to lose interest.

## **What happened**

Mrs S had £20,000 of Premium Bonds. Mrs S wanted to transfer this money to her bank account with Bank A, which would then give her the flexibility to open a new ISA. So, she entered Bank A's details in the '*Your nominated bank or building society account*' section of NS&I's '*Cash in Premium Bonds*' form.

However, Mrs S later discovered that, rather than being transferred to Bank A, her money was paid into an Instant Access ISA account she held with Bank B.

Mrs S is unhappy with NS&I as Bank B's withdrawal rules meant she couldn't move the money until the next financial year. Mrs S says she has lost out on interest as she would've earned more interest had the money been transferred to Bank A and then a new ISA account.

Mrs S complained to NS&I. NS&I initially said they'd made an error and offered a small amount of compensation, including interest, that Mrs S was dissatisfied with. However, they later revised their position and said they had correctly followed her instructions, paying the nominated account they had on file, and hadn't made an error. They did however honour the compensation they paid.

Mrs S complained to our service; however, our investigator didn't uphold her complaint.

As Mrs S remains dissatisfied, this case has now been referred to me to look at.

## **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'm not upholding this complaint and I'll explain why.

As my decision centres around NS&I's '*Cash in Premium Bonds*' form, I should first explain that I can't tell a business to make alterations to their forms, procedures or processes. This because we aren't the regulator of the financial services industry.

Our role is to consider each individual case and, where we think a business hasn't acted fairly and / or reasonably in the circumstances, our role is to decide what should be done to put right any financial, or non-financial losses that a consumer has experienced.

From looking closely at the information on file, I'm satisfied that Mrs S intended for her funds to go to Bank A rather than Bank B. This is because, in addition to her submissions, she entered her Bank A account details in 'section 6' of the NS&I's 'Cash in Premium Bonds' form.

However, NS&I have evidenced that Mrs S was registered for on-line and phone services. Also, that she requested Bank B as her nominated account. So, as section 6 refers to a nominated bank in its title:

*'Your nominated bank or building society account'*

and says:

*'If you are registered for our on-line and phone service, we will automatically pay the money to your nominated bank account on our records'*

although Mrs S entered her Bank A details, I can't see that NS&I made an error here. I'm satisfied they followed the process explained in their 'Key features' document.

There is a box in section 6 for bank account details and the NS&I 'Key features' document says we 'usually pay the money into your nominated account', so it appears to be possible to pay a different bank account to the one nominated. However, because section 6 says NS&I will automatically pay the nominated bank account, I think Mrs S would have needed to have made enquiries in advance or changed her nominated account and I can't see that she did either.

So, although I am sympathetic to Mrs S's potential financial loss and understand her frustration here, having considered all of the above I'm not upholding this complaint.

### **My final decision**

My final decision is that I'm not upholding this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs S to accept or reject my decision before 8 January 2024.

Paul Douglas  
**Ombudsman**