

The complaint

Mr B complains that Clydesdale Bank PLC trading as Virgin Money didn't refund a £25 cash advance fee after the transaction was refunded. He would like Virgin Money to have systems in place to avoid this happening.

What happened

The details of this complaint are well known to both parties so I won't repeat them again here instead I will focus on giving the reasons for my 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.

Having done so I have reached the following conclusions:-

- I appreciate Mr B's frustration in that he has told us that although his transaction was refunded the transaction fee wasn't. The terms and conditions of Mr B's account allow for a fee to be charged on cash advances or money transfers. So, I can't say that Virgin Money were wrong to charge this fee.
- As I understand it Mr B's main point is that, in his view, the transaction was pending and didn't go through so on this basis the fee shouldn't have been charged and should be refunded. Virgin Money has told us that the payment was processed on 31 March 2023, was a pending payment until 2 April 2023 when it debited Mr B's account and was refunded on 4 April 2023. That accords with the statement information I have seen. So I can't agree that the payment wasn't made and therefore the charge not incurred.
- In addition, Virgin Money has explained that the charge was not an internal one, but one applied by the card scheme provider not Virgin Money. So, it's not a fee that Virgin Money can simply refund.
- I appreciate Mr B has referred to four other payments made in April and refunded in May 2023. And that he would like Virgin Money to amend its systems for what he considers to be pending payments made then refunded. Unfortunately, it's not for us to tell businesses what systems or processes to use.

My final decision

My final decision is that I don't uphold this complaint

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 9 January 2024.

Bridget Makins
Ombudsman