

The complaint

Mr M's unhappy with TSB Bank Plc's actions in relation to chargeback claims he made.

What happened

Mr M had made a couple of payments using his TSB debit card. He sought the bank's assistance with disputes he had with the respective merchants, instigating chargeback claims in relation to the transactions, which I'll call claim A and claim B.

Although Mr M received refunds in respect of both transactions, TSB mistakenly told Mr M the amount of the refund of claim A when referring to the refund on claim B. Its subsequent emails made similar mistakes in conflating Mr M's different claims.

Mr M became further dissatisfied when using the bank's Live Chat facility, which referred to an earlier dispute and sought to pass him back to the card disputes team. He was unhappy with the bank's mistakes and complained, seeking immediate correction and £200 compensation.

TSB responded to Mr M a few days later. It apologised for its errors, provided him with assurances that the correct refunds had been applied to his account, and paid him £50 compensation. Mr M doesn't feel this properly recognises the impact on him of the bank's errors and is seeking more compensation.

Our investigator acknowledged what Mr M said about what had happened. But she thought TSB had taken appropriate steps to try and resolve matters. She didn't propose that the bank pay further compensation. Mr M disagreed and the matter has been passed to me for 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.

Having done so, while it's not in dispute that TSB made mistakes in the information it gave Mr M, I'm not going to require it to pay more compensation. I'll explain why.

I've considered what Mr M has said about his personal situation and the impact of the bank's errors. I don't doubt he's experienced some frustration in his dealings with the bank. And he clearly has strong feelings about how the bank and its staff should operate. Of course, banks should take reasonable steps to avoid making errors. However, it's unrealistic to expect that mistakes will never be made. It's a fact of life that mistakes do happen and we all experience inconvenience from time to time in our dealings with organisations. Customers cannot expect to receive compensation simply because a mistake was made, or because that's caused them to have to contact a business.

When a mistake happens it's reasonable to expect a bank to apologise, correct them and – where appropriate – offer compensation for any material loss, trouble or upset caused. In

this case that's exactly what TSB did. The key question for me to consider is whether the amount the bank's paid is fair.

To determine this I've thought about the extent of the bank's mistakes and their impact on Mr M. Here, the transaction amounts were relatively low – both refunds were for less than £50. Mr M appears to have been immediately aware that the bank had made a mistake and wasn't misled by it in any way.

He's had to contact the bank to rectify the matter, though as I've said the inconvenience of doing so wouldn't in itself necessarily merit compensation. While he's also dissatisfied with the response he received from the Live Chat facility, overall I don't believe the compound level of inconvenience or frustration of any of his interactions with TSB warrants an increase to the £50 the bank has already paid him.

I've noted what Mr M has said in his complaint to us, both about interest and the toll the matter has taken on his mental health. I'm not persuaded either of these makes the bank's settlement unfair. I think it's reasonable, taking into account all that happened.

My final decision

My final decision is that I don't require TSB Bank plc to do anything further to resolve Mr M's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 16 November 2023.

Niall Taylor
Ombudsman