

## The complaint

Mr B says his daughter transferred £250 on 16 November 2022 to an account that was closed because Mr B had already switched his current account to Nationwide Building Society.

Mr B says that Nationwide should credit his account the missing funds, as part of the Switching Service guarantee.

## What happened

Nationwide says that when consumers switch their current account to Nationwide, any payments made to their previous bank account are automatically redirected to the new account and a message sent to the person sending the money to say the account they sent the money to is no longer in operation.

In this case, Nationwide said that it is only able to redirect payments if the previous bank makes it aware there has been a payment made in error. Nationwide said that it had not been notified of a payment going to the old account, and so concluded that it had not done anything wrong. Nationwide suggested that Mr B contact his previous bank, or that his daughter apply to trace the money that was transferred.

One of our adjudicators assessed the complaint and he concluded that as the previous bank had not received the money into Mr B's old account, Nationwide was unable to apply for the payment to be redirected to Mr B's new Nationwide account. The adjudicator suggested that Mr B's daughter apply a trace on the payment to locate where the money went as it was not received into Mr B's old account.

Mr B responded and disagreed. He said that Nationwide should reimburse him the money and referred to the terms of Nationwide's Switching service guarantee which said:

*"2.2 If something goes wrong with the Current Account Switch Service(for example if a payment is not redirected, is redirected incorrectly, or is lost), we will correct the error, you will receive a refund of any interest and/or charges incurred, paid or lost on your Old Account or your New Account as a result of the failure and we will notify you of any action we have taken and the outcome."*

Mr B also added that he had no proof that his existing bank never received the money in question. As Mr B disagreed with the adjudicator's assessment, the matter was referred for an ombudsman's decision.

To assist our investigation into this complaint, on 30 June 2023 we asked Mr B to confirm that a payment of £250 credited to his account on 16 November 2022 was not the payment in question; and also asked Mr B to provide evidence to show the account number and sort code that the payment was sent to. The adjudicator explained that once that was received, we'd then pass the information on to Nationwide to investigate further.

However, Mr B never responded, despite a chaser being sent on 17 July 2023. As such, I've made this final decision based on everything that is available.

## 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 reviewed everything that Mr B and Nationwide have provided, I'm unable to say that Nationwide has acted unfairly or unreasonably.

As Mr B has pointed out, Nationwide does say that it will correct an error (for example if a payment is not redirected, is redirected incorrectly or lost) during the switching process. However, for Nationwide to correct the error, I'd need to be satisfied that an error has occurred in the first place. What I mean by that is that I'd need to be satisfied that money was paid into Mr B's previous account or that the money had been redirected, but not reached Mr B's Nationwide account.

If the money was paid into Mr B's previous account, then I would expect Nationwide to reach out to Mr B's previous bank to arrange for the payment to be redirected. Alternatively, if the payment was received and redirected to Mr B's Nationwide account, but it has somehow got lost in the system, again I would expect Nationwide to reimburse Mr B for this.

Before issuing this decision, we did ask Mr B to provide further evidence about the payment that his daughter made - for Nationwide to look into further. But unfortunately, Mr B didn't respond.

So, based on all the evidence we do have, I've not seen enough evidence to say that the payment did reach Mr B's previous account – or that it was redirected incorrectly. I therefore can't reasonably say that Nationwide has done anything wrong or that there is more it should do.

Finally, the adjudicator explained that Mr B should contact his previous bank to trace the payment. In the circumstances, this seems to be the best way forwards for Mr B to resolve matters, if he's still not located the money in question.

### **My final decision**

Because of the reasons given above, 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 22 August 2023.

Thomas White  
**Ombudsman**