

The complaint

Mrs M and Ms M complain that Lloyds Bank PLC didn't credit their savings account with money paid in.

What happened

Mrs M says that she went into a branch on 8 November 2021 to pay in £300 in cheques and £330 in cash and arrange for large withdrawals later that week. When she went in on 12 November 2021 to withdraw money she queried the missing deposit. But says she was told that this would soon show. As withdrawals are only made once a year she didn't notice until November 2022 this hadn't been credited and then raised this.

Lloyds said that no discrepancies had been found at the branch. And that if one had been at the time then the funds would have been credited to the account.

Our investigator didn't recommend that the complaint be upheld. Due to the time that had passed some evidence was no longer available. But the branch journal for that day showed no record of transactions for this account at any of the tills. And the branch had checked the immediate deposit machine journal and there was no record of any card for the account been used that day either. The cheques were never cashed. Mrs M doesn't have a receipt for the deposit and says she was told that the printers weren't working that day. And there was no CCTV available after 30 days. But the fact that there had been CCTV could be a deterrent to staff misconduct. She was persuaded Lloyds had acted fairly in not crediting the amount.

Mrs M and Ms M didn't agree and wanted the complaint to be reviewed. This was a big impact for them, and they stand by what they say happened. They didn't expect the outcome to change noting the time that had passed but this was a matter of principle and about their integrity.

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.

I won't be able to say *exactly* what happened and I'm thinking about what is *most likely*.

Mrs M and Ms M have given an explanation of the way the account was used by them and others to save during the year. And then the money withdrawn in November each year. Mrs M is clear she would have gone into the branch on 8 November 2021 to make advance arrangements for the cash I can see was taken out on 12 November 2021. And that she would have credited this missing money then too and it seems to me planned to take this out with the other funds later in the week. She has told this service she isn't sure if this was paid in at the counter or using a deposit machine. She said she did raise this on 12 November 2021 and was told that the money would be credited within a few days. And explained why there were remaining funds in the account that weren't withdrawn at the time which covered the discrepancy. There was little other checking of the account until the time of the

withdrawals. And that's why Mrs M and Ms M say this came to light again in November 2022.

The cheques to be paid in - one of which I understand was from Mrs M's own account – weren't cashed. And clearly the cash of £330 wasn't credited. Lloyds has investigated this and provided the evidence it now has to this service. This is no record of any deposit either at the tills or the deposit machine that day for this account. And there are no identified discrepancies. While I understand what Mrs M and Ms M say about not checking the account, they did seem to be reasonably aware in November 2021 that an amount hadn't been credited and there was the opportunity to see that the cheques hadn't been cashed. There has never been anything showing on the system at Lloyds so any reference by a member of staff to a balance showing in a few days could only have been made in general terms.

I'm afraid that for all the reasons they've given Mrs M and Ms M don't have anything to support their testimony. The fact that the cheques weren't cashed does raise a question about whether these were presented. The evidence from Lloyds is that there was no cash deposit either. I need to balance all these factors in making my decision. Having done so I don't have sufficient to find it most likely that Lloyds made a mistake and so should credit their account with £330. I fully understand how disappointed Mrs M and Ms M will be by my assessment.

My final decision

My decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs M and Ms M to accept or reject my decision before 18 October 2023.

Michael Crewe
Ombudsman