

The complaint

Mr R complains about Bank Of Baroda (UK) Limited's actions and service when he closed his bank account.

What happened

In July 2023, Bank Of Baroda informed all their customers, including Mr R, that they would be winding down their retail operations in the UK and they had until 12 January 2024 to make new banking arrangements.

On 10 January 2024, Bank Of Baroda received details from Mr R, of his bank account with Bank A, so they could transfer his closing balance of £1,676.02.

On 12 January 2024, Bank Of Baroda credited Mr R's Bank A account with £1,676.02. When transferring this amount to Bank A they gave the following information:

- 'Full beneficiary name' – Mr R's full name
- 'Beneficiary reference – AC CLS PROCEEDS'

Mr R's complaint is that:

- He couldn't see that Bank Of Baroda had credited his funds to his bank account with Bank A
- He was caused stress, anxiety, inconvenience and call costs. He explains this is because:
 - Bank A said no funds had been received from Bank Of Baroda
 - He had to wait hours in a queue to speak to Bank Of Baroda customer services
 - In a message Bank Of Baroda said the transfer had been made based on a '*random entry*' from a Bank A statement which Mr R shared with them
 - The credit narrative on his statement didn't show the funds were from Bank Of Baroda.

Mr R complained to Bank Of Baroda but they didn't uphold his complaint. They said they had referenced the funds were sent from an account closure proceed and as Bank A had decided to show this in a different way he should speak with them.

Mr R brought his complaint to our service, but it wasn't upheld by our investigator.

As Mr R remains dissatisfied his complaint has 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. I'll explain why and will focus on what I think are the important points to reach a final decision. But I've carefully considered all the points Mr R has made.

Regarding the reference Bank A applied to Mr R's £1,676.02 credit, this was in Mr R's name and, as Mr R couldn't see the amount was from Bank of Baroda, he says:

- *'A simple thing like their bank name and funds sent should have to be shown on statement entry'*

However, I'm satisfied that Bank Of Baroda did give Bank A a reference of 'AC CLS PROCEEDS' which stood for Account Closure Proceeds. So, I don't think it would be fair or reasonable to hold Bank Of Baroda responsible for confusion caused by Bank A selecting an alternative reference.

Mr R indicates that Bank A weren't aware of a Bank Of Baroda credit, however there is evidence the 'Next day payment' which Bank Of Baroda completed on 11 January 2024 was sent, received by Bank A and credited to Mr R's account.

So, Bank A should've been in a position to explain that the £1,676.02 credit showing on Mr R's account on 12 January 2024 was from Bank Of Baroda. Mr R may wish to take this transaction identification issue up with Bank A.

Bank Of Baroda responded quickly when Mr R contacted them by email on 25 January 2024 to complain about not receiving his balance. They informed Mr R of both the date and the amount that they had credited him with and, although (for the reason mentioned above) the reference didn't show it was either from Bank Of Baroda or Account Closure Proceeds, this was an exact match with an amount Mr R and Bank Of Baroda could see on his Bank A statement.

In addition, I think it more likely than not, that the amount was what Mr R had been anticipating since he completed the Bank Of Baroda transfer form on 9 January 2024.

Although I appreciate Mr R didn't recognise the 12 January 2024 £1,676.02 credit, I'm satisfied Bank Of Baroda:

- Didn't make any errors when making the transfer
- Provided Bank A with information to confirm them as the payer and a reference that could be identified
- Responded quickly to emails and gave assurance that the 12 January 2024 credit was from them

I also don't think there was any reason for Mr R to continue to doubt that the £1,676.02 was his balance once the exact payment date and amount had been confirmed to him by Bank Of Baroda.

Although I can see evidence of immediate email responses, I considered Mr R's complaint about having to wait an excessive amount of time to speak to Bank Of Baroda customer services.

From reviewing both Mr R's and Bank Of Baroda's submissions, I'm persuaded that Mr R was inconvenienced by a long wait. However, I don't think this was unreasonable as there were exceptional circumstances here.

Bank Of Baroda were extraordinarily busy as they were closing their UK operation and they gave their customers six months' notice of this. Although I appreciate it must've been very frustrating to be in a long queue, due to the exceptional circumstances and Mr R leaving matters to a few days before the deadline, I'm not persuaded that this should result in a compensation payment.

So, having considered the above and all the information on file, I'm not upholding this complaint.

My final decision

My final decision is that I'm not upholding this complaint against Bank Of Baroda (UK) Limited

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr R to accept or reject my decision before 31 May 2024.

Paul Douglas
Ombudsman