

## **The complaint**

Mr F complains about how Barclays Bank UK PLC handled a bank transfer.

## **What happened**

Mr F attempted to make a bank transfer to pay a third-party who was undertaking work on his property. Barclays blocked the transfer as the payment triggered its security system which is designed to prevent fraud.

When Mr F telephoned Barclays he was told the transaction would be cancelled off its system. So, Mr F made another attempt to make the payment using different account details. This transfer was successful. But Mr F later found that both transfers had been debited to his accounts. So, he complained to Barclays.

Barclays acknowledged its mistake and paid Mr F £100 compensation for the inconvenience caused. It told Mr F to contact the third-party to ask for the money to be returned. But Mr F says that the third-party refused to return the funds to him as they took the payment as being part of the final payment Mr F owed for the work being done although this wasn't due for another month.

Mr F referred his complaint to this service as he didn't think £100 reflected the distress and inconvenience caused to him. He said he had to borrow from family and friends and take out a payday loan as the payment being made twice had left him short of money.

One of our investigations looked into Mr F's complaint, but she thought the £100 paid by Barclays was fair. She said that statements for Mr F's bank accounts didn't show he had had to borrow any money. And that Mr F had maintained a credit balance and hadn't incurred any charges.

Mr F disagreed. He said he'd been unable to pay his mortgage and utility bills. And he asked for his complaint to be reviewed by an ombudsman, so the complaint has been passed to me to decide.

## **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've come to the same overall conclusion as the investigator. I acknowledge Mr F will be disappointed, so I'll explain why.

Barclays has not disputed making an error here. So, what I need to decide is whether £100 compensation is fair in all the circumstances of this complaint or if Barclays is required to do anything further to put things right.

Mr F hasn't disputed that he would have had to pay the third-party another £1,500 at a later date – he's mentioned about a month later. But he says that if the mistake hadn't happened, he would have had time to save the extra £1,500. And because one payment of £1,500 was

paid too soon he was left short of money, was unable to pay his mortgage and bills and had to borrow from family and friends and take out a payday loan.

I've looked at Mr F's bank account statements and I've seen that both Mr F's accounts remained in credit after both transfers were debited. And the statements don't show that any mortgage payments or utility bills were returned unpaid or that a payday loan was taken out. Overall, I've not seen enough persuasive evidence that that would make me think Mr F had had to borrow money or had been unable to meet his financial commitments.

So, while I accept that Barclays made a mistake, I'm not persuaded the impact would warrant a compensation payment of more than £100 – particularly, as it appears that the money would have always been due to the third-party.

Overall, I find that Barclays' compensation payment fairly reflects the inconvenience its error caused Mr F. And so, I won't be asking Barclays to take any further action in respect of this complaint.

### **My final decision**

For the reasons given above, I do not uphold this complaint in the sense that Barclays has already paid fair compensation.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr F to accept or reject my decision before 4 December 2023.

Sandra Greene  
**Ombudsman**