

The complaint

Mr C complains that Ulster Bank Ltd made a payment from his current account to an incorrect account at another bank.

What happened

Mr C wanted to make a payment to an account at another bank and used Ulster Bank's mobile app. Mr C says that Ulster Bank didn't send the payment to the correct account, and he quickly requested a faster payment recovery. Ulster Bank refunded the payment minus a recall charge. Mr C complained to Ulster Bank that it hadn't sent the money to the account he wanted it to go to.

Ulster Bank said the account details had been entered by Mr C on its mobile app and Mr C had confirmed the payment. Ulster Bank doesn't accept responsibility for the payment being sent to the wrong account. However, Ulster Bank does accept that it provided Mr C with incorrect information about the amount it recalled and credited to his account and has paid Mr C £120 by way of an apology. Ulster Bank also refunded the £6 recall charge it applied.

Mr C brought his complaint to the Financial Ombudsman Service where one of our Investigators looked into things. The Investigator thought Ulster Bank hadn't been responsible for the incorrect account details as these had been input on its mobile app. However, the Investigator thought that the £126 Ulster Bank paid to Mr C for the incorrect information it provided regarding the credit to his account and the £6 recall charge was a fair and reasonable remedy. Mr C asked that an Ombudsman decides the complaint.

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 understand that Mr C will be disappointed, but for very much the same reasons as the Investigator I've decided that the remedy Ulster Bank has paid to Mr C is a fair and reasonable one in the circumstances of this case. I will now explain why.

The crux of Mr C's complaint is that it was Ulster Bank who input the incorrect account details before payment was made and this resulted in the funds being sent to an incorrect account. However, the payment request was completed on Ulster Bank's mobile app – it wasn't in branch or on the telephone. Mr C did call Ulster Bank a couple of days later and – although Ulster Bank can't provide a copy of this call – it recorded on Mr C's account notes that he requested a recall because he wanted the payment to go to another account. Taking all of this into account, I'm persuaded it's unlikely Ulster Bank input the incorrect account details and that it isn't responsible for the payment being made to the wrong account.

Thankfully Ulster Bank was able to recover the full amount of funds quite quickly, but then deducted a £6 charge which it told Mr C was a recall fee. Ulster Bank accepts that it shouldn't have applied this charge. Ulster Bank also accepts it told Mr C that the refund applied to his account wasn't the recalled amount and that it was still awaiting the refund. It

seems that Ulster Bank were expecting to see the full refund and not the refunded amount less the £6 charge I've referred to above. In its final response to Mr C's complaint Ulster Bank apologised and explained it had paid Mr C £120 for the distress and inconvenience it caused, and it had refunded the £6 recall fee.

Ulster Bank has accepted that it got things wrong, so I only have to consider if the remedy it's paid is a fair and reasonable one in this case. The incorrect information about the refund not being received will have been confusing and worrying for Mr C at the time, and it took further communication from Ulster Bank to make it clear what had happened. However, I'm satisfied that amount Ulster Bank has already paid Mr M reflects the level of short-term inconvenience Mr C experienced, and I won't be asking Ulster Bank to do anything else.

My final decision

I've decided that Ulster Bank Ltd has already paid Mr C £126 to settle the complaint and I think this offer is fair and reasonable in all the circumstances.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 24 October 2023.

Paul Lawton
Ombudsman