

The complaint

Mr B complains that Nationwide Building Society gave him incorrect information about a switch incentive payment.

What happened

Mr B switched his account to Nationwide which qualified him for a £200 switch incentive offer. He says he received a text from them on 23 November 2022 which told him the payment would land in his current account within 24 hours. Mr B says he checked his account after the 24 hour period, but the switch incentive was not paid into his account. Mr B says he rang Nationwide about this, but they gave him excuses and said it must've been a mistake. Mr B made a complaint to Nationwide.

Nationwide did not uphold Mr B's complaint. They said the payment was credited later that day and they apologised for any confusion caused at the time. They said the 24 hour period relates to close of business timescales. Mr B brought his complaint to our service.

Our adjudicator did not uphold Mr B's complaint. He said the Nationwide call handler told Mr B the correct information that the payment would be credited into his account within 10 calendar days of the full switch completing. He said although the text said he would receive the payment within 24 hours, the terms did show it could take up to 10 calendar days. He confirmed the payment was credited to Mr B's account later that day. Mr B asked for an ombudsman to review his 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've had a look at the terms and conditions of the switch incentive as this is what Mr B would have agreed to prior to switching his account to Nationwide. This states under point 14 that *"We will credit the payment to the current account that you switched into within 10 calendar days of the full switch completing."* So the expectation would be set for Mr B that he would be paid the £200 within 10 calendar days of the full switch completing. Based on the evidence Nationwide provided to our service, it appears the full switch completed on 21 November 2022. So based on the terms of the switch, Nationwide should've paid the £200 into his account by 2 December 2022.

Mr B's text which he says he received on 23 November 2022 informed him the payment would *"land"* in his account in 24 hours. But this didn't happen and the call handler confirmed to him that it could take 10 calendar days.

The payment is shown to have credited Mr B's account on 24 November 2022, which is the day after Mr B says he received the text message telling him the payment would land in his account within 24 hours. So while the payment may not have been paid within 24 hours of the text, and Mr B couldn't spend the incentive in this timeframe, he didn't need to wait long to access the switch incentive. While the text could have been clearer to explain the funds

would be paid up until the end of the following day, it doesn't always follow that compensation should be awarded when the impact should be minimal (as it was paid within hours and many days before Nationwide had to pay the incentive based on the terms of the switch incentive). As Nationwide apologised for the confusion, then I'm persuaded this is proportionate for what happened here. So it follows I don't require Nationwide to do anything further.

My final decision

I do not 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 24 August 2023.

Gregory Sloanes
Ombudsman