

## **The complaint**

Mrs C complains that Scottish Widows Limited (SW) failed to credit her employer's pension contributions to her pension.

## **What happened**

Mrs C said it became clear that employer pension contributions made between October 2022 and December 2022 had not been credited to her pension account. She wanted the position to be put right.

SW upheld her complaint. It said it had made sure the contributions had not been applied to her plan. It said it had corrected this and backdated them to the correct dates. It accepted its service had fallen below its standards.

The investigator said that while SW confirmed the contributions had now been credited to Mrs C's account she wanted confirmation that they had been applied correctly and wanted evidence to support this. He had seen the internal contribution history and thought it had corrected the mistake and backdated the contribution and investments. Further SW had paid £200 for the distress and inconvenience it caused. Mrs C also seemed to be unhappy about investment performance but this did not show the money had not been applied correctly. The fluctuations she saw on the overall value would be linked to the underlying investments. He had checked the unit prices with those quoted by an external provider and felt they were correct. He thought SW had provided a fair and reasonable solution.

Mrs C said she needed evidence with a breakdown of her plan to check the position was correct.

The investigator said he was satisfied that SW had proved it had done what it said and this was appropriate. Mrs C remained unhappy with the evidence supplied she could not match the payment schedule as it was not user friendly.

## **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.

SW does not dispute that there was a delay in investing Mrs C's employer's contributions for October to December 2022.

Because SW accepts it has made a mistake I can consider an award for any financial loss and any distress and inconvenience caused by that mistake.

### *Financial loss*

An award for financial loss is intended to put Mrs C back in the position she would have been in had the employer contributions been paid into her pension and invested when they should have been. I have seen a spreadsheet showing contributions invested into Mrs C's pension. These show that the payments for October to December 2022 have been invested

as though they had been made at the relevant time and at the prices that would have been appropriate at that time. I have written and explained this to Mrs C. She did not make any further comment in the light of my explanation. Based on the evidence presented I am satisfied that SW has put Mrs C back in the position she would have been in and that she has not therefore suffered any financial loss.

### *Distress and inconvenience*

An award for distress and inconvenience is intended to reflect the impact of the mistake on Mrs C and not to punish SW. I have considered that it took some time for SW to confirm there had been a mistake and to put it right. I note that the effective date of the correction was the end of March 2023. I can see that Mrs C was put to inconvenience in chasing SW to correct this position and that it was concerning for her while she waited for it to be corrected. Having considered that I think an award of £200 is fair and reasonable in all the circumstances.

### **My final decision**

I uphold this complaint and direct that Scottish Widows Limited should within 30 days of this service notifying it that Mrs C has accepted this decision, pay Mrs C £200 for distress and inconvenience.

For the avoidance of doubt if and to the extent that Scottish Widows Limited has already paid all or part of that amount it need only make such further payment (if any) as is required to bring the total payment to Mrs C to £200.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs C to accept or reject my decision before 10 April 2024.

Colette Bewley  
**Ombudsman**