

## **The complaint**

Mr Y has complained J.P. Morgan Europe Limited, trading as Chase, didn't provide sufficient compensation after the issues he had raising a dispute about an unauthorised card transaction.

## **What happened**

Mr Y had cancelled his contract with a provider for roadside assistance so was annoyed when his card details were used to debit him £59 at the time of annual renewal. He immediately contacted Chase and asked them to sort this out.

Over the following two months, Mr Y contacted Chase about 15 times about the same issue. Chase refunded this amount on 29 May which was just over a fortnight after the initial debit. But Mr Y remained concerned that nothing had been done. It was only on 12 July that Chase initiated a chargeback. At the same time, the merchant credited Mr Y's account with £59.

Mr Y was unhappy with how his dispute had been managed. He complained to Chase about the delays and the numerous times he'd had to contact them. Chase offered Mr Y £25 in compensation.

Mr Y felt this was desultory and brought his complaint to the ombudsman service.

Our investigator noted that Mr Y had been credited £59 twice and Chase had not requested the first payment to be returned. Despite the delays in sorting this out, he believed that £84 in compensation was about right.

Mr Y remained unhappy. An ombudsman has been asked to make a decision.

## **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 reached the same outcome as our investigator. I'll explain why.

I won't be going over the detail of the different conversations Mr Y had with Chase as our investigator covered these in his views of 7 and 29 November 2023.

I'm in no doubt that the original debit on 14 May was unauthorised. Mr Y had cancelled his contract with the merchant involved and hadn't expected his card details to be used to debit his Chase account. I can see why he'd be annoyed at this.

He raised this dispute with Chase. It's also clear from reviewing the chats Mr Y had with Chase that he had to repeat himself frequently and was unhappy whether things were being done.

However I was surprised to see that he was refunded in a fortnight. I'd expect after an unauthorised transaction for a customer to be refunded practically immediately, in line with

the Payment Services Regulations 2017. So I accept there was a small delay in Mr Y being refunded but I don't feel this was abnormally long.

However I'm not completely sure why Mr Y continued to complain about the dispute after 29 May as he'd been refunded by then. It's absolutely the case that many financial institutions use the chargeback process, run by the international card schemes, to ensure refunds are sorted but in this case Mr Y had already received a refund from Chase, so I wouldn't have expected him to continue to request things get sorted.

I don't know why Mr Y received a further refund from the merchant, but I suspect since he'd complained to them directly, they were refunding him based on their original error. They would not have necessarily been aware that Chase had already refunded him.

Chase confirmed they'd provided inaccurate advice on timings to Mr Y so offered him £25 in compensation. They also became aware Mr Y had received a further £59. They aren't planning on asking for this money back.

I note Mr Y hasn't accepted the £25 he's been offered. But overall he's been offered £84. Based on the fact Mr Y was only without funds for slightly longer than I'd expect, I believe that is fair and reasonable and I won't be asking Chase to pay him anymore.

Chase remain willing to give Mr Y the £25 they'd offered him. I leave it to him whether he wishes to accept this or not.

### **My final decision**

For the reasons given, my final decision is not to uphold Mr Y's complaint against J.P. Morgan Europe Limited, trading as Chase.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr Y to accept or reject my decision before 19 February 2024.

Sandra Quinn  
**Ombudsman**