

The complaint

Mr K complains that Barclays Bank UK PLC (Barclays) won't rectify a transaction into his account. He would like the transaction reversed.

What happened

The details of this complaint are well known to both parties so I won't repeat them again here. Instead, I will focus on giving the reasons for my 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 have reached the following conclusions:-

- I do appreciate Mr K's position. A third party transferred a significant sum into Mr K's account. Unfortunately, the transfer was made into Mr K's Euro account not his Sterling one. When Mr K realised this he says he contacted Barclays to stop the transfer, but the transfer had already been made. I accept Mr K's point that he will lose a significant amount of money if he transfers the money back into sterling.
- Mr K says he didn't instruct the transfer to go into his Sterling account. However, it wasn't Mr K who made the transfer it was a third party. And Mr K has been honest in saying the transferee made a genuine mistake. I accept that was probably the case. I have considered if Barclays did anything wrong and I don't think it did. Barclays received, it didn't make, the transfer. Barclays has explained that it would be the sending bank which would have to cancel a payment going through not Barclays.
- Barclays has also explained it doesn't have a process to call customers about credits coming into their accounts. It accepts that it's not necessarily the norm to credit sterling to a euro account but says this isn't something that would raise suspicions and result in a customer being contacted. It's not for us to tell businesses what processes to use but it seems to me it would be unmanageable for incoming credits to always be queried with customers.
- Whilst I do appreciate Mr K's situation unfortunately the mistake in the transfer was not down to Barclays. So, I can't reasonably ask it to reverse the transaction as Mr K would like.

My final decision

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr K to accept or reject my decision before 2 May 2024.

Bridget Makins
Ombudsman