

The complaint

Mr A has complained that Al Rayan Bank PLC delayed an international payment he made from his account.

What happened

On 5 January Mr A made a request to Al Rayan to transfer £461,000 from his account with it to an account overseas. Al Rayan carried out a verification call with Mr A on 8 January, and it says that it processed the payment the same day.

Mr A says that he was told the payment process would take five days. However he has explained that the funds were not in fact available to the recipient in their account until 28 January. Mr A says that this resulted in him losing the opportunity to buy a flat. He complained to Al Rayan about the delay, and also about transfer charges he had incurred.

In response Al Rayan said that it processed the payment on 8 January, and that it was credited to the recipient bank on 9 January. Al Rayan said it did not know why the beneficiary was unable to access the sum transferred until 28 January, but Mr A would need to make enquiries with the recipient bank about the reason for that. It also noted that third party charges of £8 had been deducted from the sum transferred, rather than taken out of Mr A's account balance. Al Rayan said that it had not made this deduction, but as a gesture of goodwill, it refunded this amount to Mr A's account.

Unhappy with the length of time it had taken for the funds to become available for the beneficiary, Mr A brought a complaint to this service.

Our investigator did not uphold this complaint. His view was that Al Rayan had correctly processed the payment instruction, and was not responsible for any delays in the money reaching the recipient. He commented that the beneficiary would need to discuss with the receiving bank to find out why the funds were not available earlier, bearing in mind that the receiving bank had the funds from 9 January.

Mr A did not agree with the investigator's findings, and he asked for his case to be referred to an ombudsman.

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 am sorry to learn of the delays that Mr A encountered when he sent funds from his Al Rayan account to an account overseas. However, having considered the evidence provided, I would agree with the investigator that it's not been shown that Al Rayan was at fault for the money not being available to the beneficiary until around three weeks after Mr A had requested that it be transferred.

Having reviewed the information that Mr A provided about the receiving account when he completed the payment request, my view is that Al Rayan did process the transfer payment correctly, in line with the instructions provided. The payment history shows that the recipient bank received the funds on the morning of 9 January.

This complaint relates to the actions of Al Rayan when arranging the international payment transfer. I am not able to say why the beneficiary of the funds could not access them earlier at the receiving bank, because that is not the responsibility of Al Rayan. I appreciate that Mr A is likely to be disappointed with my findings. However, based on the evidence provided, my conclusion is that Al Rayan has not been at fault regarding the transfer payment.

My final decision

My final decision is that I do not uphold this complaint, and I make no award.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 8 July 2024.

John Swain
Ombudsman