

The complaint

Mr V complains about an account that he opened with Lloyds Bank PLC (Lloyds) in that they did not follow his instructions. As a result, Mr V suffered lost interest and inconvenience.

What happened

On 28 February 2023, Mr V went to a Lloyds branch to open a one-year fixed rate bond account with them which was duly opened. On 8 March 2023, Mr V again went to a Lloyds branch and at the same time as moving some funds around, the account was funded. In 2024 when the bond matured, Mr V received information including the amount of maturity interest which he queried, saying it did not represent a full year as he was under the impression the account was funded when opened. Therefore, he logged a complaint with Lloyds.

Lloyds investigated and didn't uphold the complaint saying that whilst the account was opened on 28 February 2023, it was not funded until 8 March 2023 and it was this period for which Mr V did not receive interest as the funds were not in the bond i.e. Mr V only received credit interest for the days that the bond account had funds in it.

Mr V remained unhappy saying that when he opened the bond in February, he was told that the bond would be funded that day so brought the complaint to this service and an investigator looked into it. Our investigator didn't uphold the matter saying Lloyds had done nothing wrong. They clarified the dates and amounts involved and said that they didn't feel that Lloyds needed to do anything further.

Mr V wrote back to our investigator saying they were assured by Lloyds that the bond would be funded in February, and asked that they look over the information again so our investigator contacted Lloyds accordingly. As a result, our investigator issued another view but maintained their position, citing among other things, the account movements on 8 March 2023.

Mr V remained dissatisfied with our investigator's view so requested an ombudsman 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 have looked very carefully at all the information Lloyds have provided to see if it has acted within its terms and conditions, followed due process, and to see if it treated Mr V fairly. I've also looked through what Mr V supplied including his correspondence following our investigator's view.

I was sorry to learn that what should have been a straightforward account opening has turned into a stressful experience. Part of my role is to determine whether what took place

was reasonable, whether Lloyds followed the process correctly and whether Mr V did all he could as a customer to work with them.

I've concentrated my efforts on the evidence I've been presented with from both Lloyds and Mr V to determine what was most likely to have happened and from what I've carefully examined, I'm persuaded that whilst the bond was opened in February 2023, it was indeed not funded until March. From looking at a bank statement of Mr V's which covers that period, the transactions particularly on 8 March 2023 do indicate movements to fund the bond. I know Mr V is adamant that he was assured the bond would be funded when it was opened, but the only evidence I've seen for 28 February 2023 solely supports the opening. And one account feature is the ability to pay into the bond up to 10 days after opening.

One aspect that I cannot get away from is around the timing of the complaint. This was logged with Lloyds on 11 April 2024. However, despite Mr V visiting a Lloyds branch on 8 March 2023 and moving funds between accounts – and agreeing to fund the account in question - no complaint was logged that day even though he thought the account had been funded eight days earlier.

I know Mr V has mentioned the branch he went to in February and the name of the staff member, to support his case, but as I've stated, I haven't seen any evidence around what was discussed, other than an account being opened. Therefore, I can't substantiate this.

In conclusion, I don't uphold this complaint. This stems from the lack of evidence showing any error made by Lloyds, and the evidence I've seen. I find that Lloyds treated Mr V fairly and so I cannot require it to take any further action towards him.

My final decision

For the reasons I have given it is my final decision that the complaint is not upheld.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr V to accept or reject my decision before 28 December 2024.

Chris Blamires
Ombudsman