



## Case study: Investment

### MISINFORMATION DELAYS SALE OF INVESTMENT

Themes: Investment; sale of investment, delayed transaction causing loss including investment loss, loss of use of funds and inconvenience

This complaint relates to a delay in sale of an investment causing loss which could have been avoided if the bank's instructions to the customer to provide required personal information had been clearer.

The complainant held a significant investment with a bank and decided to sell a portion of it. However, the customer's information on file at the bank was out of date and the bank refused to execute the transaction until the complainants had updated their personal information and provided relevant documents.

The complainants promptly provided the required documents but the transaction was refused again because the documents provided were not certified copies. The complainants duly provided certified copies of the required documents but complained that the bank had not specified this requirement for certified copies in the original letter. In the time they had taken to resolve the matter and execute the transaction, the value of the investment had fallen so the complainants were forced to sell their investment shares at a lower price causing a significant loss.

CIFO reviewed the correspondence and agreed that the bank had not clearly asked for the documents to be certified. CIFO therefore recommended that the bank calculate the price of the shares if they have been sold when the complainants provided the original uncertified documents and compensate the complainants for the difference in value.

In addition, CIFO concluded the bank should compensate the complainants for the delay in receiving their funds and for the inconvenience caused. The bank agreed and the complainants accepted a total amount of £17,423 in compensation.