



Case Study: Banking

CLAIM THAT FUNDS WERE MISLAID WHEN HANDED OVER TO A BANK CLERK

Themes: Inadequate bank recording, mislaid funds, destroyed CCTV footage

This complaint relates to the loss of £1,000 in cash when Miss M went to pay cash into a newly opened bank account at her bank branch.

In April 2019, Miss M visited the bank and opened a new bank account. Miss M was advised this would take up to 10 working days to finalise.

In May 2019, Miss M visited the bank to complete 4 transactions and to deposit £1,000 in cash. She approached the cashier's desk and placed the envelope containing the cash on the counter. The bank clerk asked her to put her card into the PIN-reader and, because she had no bank account number or paying-in book, she pointed to her new bank account on the bank clerk's screen. Miss M asked for the cash to be deposited to her new bank account but did not recall whether the bank clerk counted the cash and Miss M did not request a receipt.

When Miss M received her first bank statement for the new account, the £1,000 cash deposit was not visible. Miss M immediately contacted the bank who confirmed that the cash had not been credited to her account. The bank reviewed the closed-circuit television (CCTV) footage from the day in question and advised Miss M that it did not show her paying in the cash.

In September 2019, Miss M contacted the branch and asked if the CCTV footage could be reviewed again to see if the envelope with the cash was visible. The bank advised that they had fully satisfied themselves when initially reviewing the CCTV footage that the cash had not been deposited by Miss M and that they did not need to review the CCTV footage again.

Miss M brought her complaint to CIFO. CIFO investigated and found that the CCTV footage had been deleted by the bank after the complaint was raised. As a result, Miss M no longer had the opportunity to take the matter to the police and have the CCTV evidence available for their review. CIFO recommended that Miss M contact the police to see if any cash was handed in around the time of the loss.

CIFO communicated with the bank and Miss M in an effort to mediate a fair and reasonable outcome. The fact that the cash was not paid into the new account was no longer in dispute, but there was still the question of what had happened to the envelope containing the cash that Miss M believes she had with her in the branch. Had the bank allowed further viewing of the CCTV footage, it might have been possible to determine what had happened to the cash-bearing envelope. As the bank had deleted the CCTV footage during the complaint investigation, the bank offered to compensate Miss M £200, which she accepted.