

# Case study

## Where's my money?

### Background

Julie urgently needed to transfer money to her family overseas. On 5 Mar 2021, she visited an international money transfer company to arrange the transfer. The transaction was unsuccessful. A few days later Julie followed up with the company. She was advised there was a technical issue and once the issue was resolved the transaction would be completed.

### Next steps

Julie contacted Financial Dispute Resolution Service (FDRS) on 31 Mar 2021 as the transaction still had not been completed. The international money transfer service continued to hold her funds. The first step in the FDRS process is to ensure the member has had an opportunity to work together with the customer to reach a resolution, so Julie was referred to the international money transfer company to raise a complaint. Julie contacted FDRS again in June 2021 as it was more than two months since she raised her complaint and the matter remained unresolved.

### Outcome

FDRS collated Julie's information and sent a Notice of Complaint to the provider. A response was requested within 21 days. Julie contacted FDRS again within the following two weeks to let us know that she had now received her refund, she was very thankful for our involvement and that the complaint could be closed.



*\*Names have been changed to protect our customers' identities*