

The bank should be accountable for all their actions. They wrong and they just claim that it is their bad customer service. There should be penalties for the bank and the staff that do wrong and they are required to be responsive when complaints are lodged. The FOS has no power to request the bank to undo their actions (eg. Track the lost money and return it to the customer). What is the point of having FOS if they have no power? Waste of tax payers money?

People do not have money to take banks or financial institutes to court. There should be a system in place that bank would not dare to do wrong to the customers.

The existing law should be administered or enforced differently, and all the banks activity should be monitored closely. So, the customers do not lose their money.