DRN-2687035

The complaint

Mr C is unhappy that Monzo Bank Limited ("Monzo") asked him to confirm his tax residency.

What happened

In mid December 2020, Monzo sent Mr C an email, which explained that it needed him to confirm his tax residency. Mr C told Monzo that he wasn't happy to click the on link in the email to verify his residency and complained to Monzo.

Monzo explained that it had a legal obligation to confirm Mr C's tax residency annually and that it couldn't log this information on Mr C's behalf, which is why it asked him to complete the declaration himself.

Mr C was unhappy with this response, so he brought his complaint to our service. He wanted our service to advise Monzo about its processes.

Our investigator explained that the role of this service is to decide in individual cases whether a business has done anything wrong, but that it was not our role to comment on the processes of a business in general. That would be for the Financial Conduct Authority who is the regulator here.

Our investigator said that Monzo had asked for information in line with its regulatory requirements and hadn't done anything wrong.

Mr C wasn't happy with this, so the case has come to me to decide.

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 understand that Mr C is unhappy about being asked to confirm his tax residency status and that he was taken aback at the request as hadn't been asked to do this before.

Monzo explained that it asked Mr C to provide this information to comply with its legal obligations. It explained that it couldn't log this information on his behalf due to the requirements of the UK tax authority (HMRC). As Monzo's request was in line with its legal obligations, and in line with its normal processes, I can't say that it has acted unfairly or unreasonably here.

With regard to Monzo's processes, as our investigator explained to Mr C, it is not our role to comment on Monzo's processes in general, so I can't comment on this or suggest how Monzo should operate.
I understand that Mr C will be disappointed with this outcome, but I haven't seen anything to suggest that Monzo did anything wrong, so I won't be asking it to anything.

My final decision

My final decision is that I don’t uphold Mr C’s complaint.

Under the rules of the Financial Ombudsman Service, I’m required to ask Mr C to accept or reject my decision before 7 May 2021.

Rosemary Campbell
Ombudsman