DRN-2780083

The complaint

Mr S complains that Monzo Bank Ltd trading as Monzo merged payment details into one that meant his credit card account was not paid.

What happened

Mr S says he had two credit card accounts with the same company I will call "N". He says he set up payment details on his Monzo application (app) but it merged the two accounts into one which meant one of his credit card accounts didn't receive a payment. Mr S says the mistake caused distress and inconvenience and he had to borrow money to pay one of the accounts. He would like a further £50 compensation

Monzo says the payment details are the same for both accounts and that is why its systems changed the account details. It says Mr S can distinguish the payments by using separate references or would need to manually change the account names. It's paid £30 for the delay in investigating the complaint and paid £25 as a gesture of goodwill but says it can't change its systems.

Mr S brought his complaint to us and our investigator didn't uphold it. The investigator thought we couldn't order Monza to change its process about this issue as it has said at present it can't, and that we are not its regulator. The investigator thought the £55 appropriate.

Mr S doesn't accept that view and says Monzo's online pages changed the details from each company as he tried to make a payment.

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.

Having done so I have come to the overall view that Monzo has dealt fairly with this complaint. I appreciate Mr S will be disappointed by my decision.

I'm satisfied that Monzo has fairly explained to Mr S what took place and why. That as the two credit card accounts were both with N, that Monzo's systems automatically changed the details when given the account details of N. I'm also satisfied that Monzo has fairly explained to Mr S that he needs to use a separate reference number to distinguish the payments. I appreciate that may not be the solution that Mr S would have liked but I can't fairly order Monzo to change something it knows can't at present be changed. I also make clear to Mr S that we are not Monzo's regulator and so it's not our role to tell it how it runs it business or processes.

I appreciate Mr S was caused inconvenience in speaking to Monzo about what took place. But I think Monzo has acted fairly by paying what I think is a fair and reasonable award of £55. I have not seen any evidence that what took place resulted in a cost to Mr S and am satisfied he was given an explanation about what took place shortly after telling Monzo about the problem. For those reasons I can’t fairly order Monzo to pay further compensation to Mr S.

My final decision

My final decision is that I don’t uphold this complaint.

Under the rules of the Financial Ombudsman Service, I’m required to ask Mr S to accept or reject my decision before 15 June 2021.

David Singh
Ombudsman