

## **The complaint**

Miss S complains that PrePay Technologies Limited trading as Prepay Solutions (Monese) closed her bank account and took around two months to transfer her money to another account.

## **What happened**

Miss S had an account with Monese. On 24 June 2021 Monese sent Miss S an email to say it had taken the decision to close her account. On 5 August 2021 Miss S provided bank details for the £275 that was in her account to be transferred.

After Miss S contacted Monese again, it transferred her funds on 25 October 2021. Miss S complained and Monese offered her £25 for the inconvenience caused along with £4.59 of interest.

Miss S referred her complaint to this service and it was passed to an investigator. They recommended Monese increase the settlement by £75 to recognise the distress and inconvenience caused. Monese didn't agree, so Miss S' complaint has been passed to me to make a decision.

## **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 can understand why Miss S was shocked to find her account was closed. But the terms and conditions, which have already been set out in full by the investigator, set out the circumstances under which Monese can close an account. I'm satisfied Monese terms meant it could take the decision to close Miss S' account. I haven't been persuaded that Monese treated Miss S unfairly by taking that decision.

It took over two months for Monese to transfer Miss S' funds. I understand why Monese says this wasn't Miss S' main account and the absence of that money didn't impact her. But I think it's fair to note that not only was there a delay, but it took chasing from Miss S to obtain her money. I also think it's reasonable to take the length of the delay into account. I'm satisfied Miss S did experience some inconvenience that isn't reflected in an award of £25.

In my view, £100 more fairly reflects the impact of the delay and issues raised on Miss S. As a result, I'm going to uphold Miss S' complaint and tell Monese to increase the award for the distress and inconvenience caused to a total of £100.

## **My final decision**

My decision is that I uphold Miss S' complaint and direct PrePay Technologies Limited trading as Prepay Solutions to pay Miss S a total of £100 for the distress and inconvenience caused (less any compensation already paid).

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss S to accept

or reject my decision before 15 April 2022.

Marco Manente  
**Ombudsman**