DRN-3375758

The complaint

Mr O complains that Monzo Bank Ltd's decision to reject his account applications was racially motivated.

What happened

Mr O says he made three applications for a Monzo account which were declined. He says he believes that the decisions were racially motivated and says Monzo's actions have affected his self-worth. Mr O says he would like an account opened and further information about the decisions to reject the applications. He says he has been able to open accounts elsewhere.

Monzo says it rejected the applications which had nothing to do with race. It says it will not provide Mr O with further information.

Mr O brought his complaint to us and our investigator didn't uphold it. The investigator explained that Monzo had provided us with confidential information about the reasons why the account applications were rejected and didn't think those reasons had anything to do with race.

Mr O doesn't accept that view and questions why confidentiality is allowed to cover bad behaviour.

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 I don't uphold this complaint. I appreciate Mr O will be disappointed by my decision and appreciate how strongly he feels about what took place. I also make clear to Mr O that a business is not obliged to reveal potentially commercially sensitive material to its customers.

I have looked carefully at Monzo's records which have been provided to us in confidence. I'm satisfied that it's up to Monzo when exercising its commercial judgement to decide with whom it has a business relationship. And I make clear I have not seen anything on those records that suggests Mr O's race played any part in the decision to reject his applications. Based on the information I have seen I'm satisfied that Monzo was reasonably entitled to reject Mr O's account applications and those decisions had nothing to do with race.

I find this now brings an end to what we in trying to resolve this dispute informally can do and make clear to Mr O I have not seen any evidence of Monzo using confidentiality to cover bad behaviour as he suggests has taken place here.

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 O to accept or reject my decision before 24 May 2022.

David Singh
Ombudsman