

The complaint

Ms F complains about Monzo Bank Ltd (“Monzo”) about chargebacks she did not receive. She wants Monzo to reimburse her for the refunds due.

What happened

Over the course of 2020 and 2021, Ms F made a number of online purchases from different retailers. Some of the goods she ordered did not arrive, and some were damaged or inappropriate.

Ms F submitted chargeback claims to her bank, Monzo. These can be summarised as follows:

Claim B1 – for £125.40;

Claim B2 – for £904.00;

Claim O1 – for £39.50; and

Claim F1 – for £592.93.

Monzo looked into the claims and considered that it was not able to dispute the O1 claim, as Ms F had received a refund of £35.00 using the same transaction code as the original purchase. Monzo advised that Ms F contact the retailer if the refund provided was inadequate.

Monzo initially declined to make chargeback claims for claim B1 and F1 because it said it had requested evidence from Ms F and had not received this. Ms F subsequently supplied the evidence and Monzo raised disputes for both claims. Both claims were eventually successful.

Monzo declined to raise a dispute for claim B2, on the basis that it had been requested out of time. The scheme allows for claims up to 120 days from the issue arising, and Ms F had requested the dispute outside of these limits.

Ms F complained to Monzo.

Monzo sent its final response in July 2021 declining Ms F’s complaint.

Ms F brought her complaint to us.

One of our investigators looked into Ms F’s transactions and during the course of his investigation, Monzo acknowledged that there had been some issues in the handling of claim O1. Monzo offered Ms F £50 to reflect that it had initially rejected the chargeback claim on the basis of the wrong transaction.

Ms F rejected that offer. Our investigator set out his view to the parties. This was that Monzo had acted reasonably in its handling of the chargeback requests and that the offer from

Monzo was reasonable to reflect the failings which Monzo had made in relation to claim O1. He therefore did not recommend that Monzo do anything further.

Ms F did not accept that view and asked for an ombudsman 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 understand Ms F's frustration at the issues with receiving her goods, and the knock on effect of having to raise chargeback claims.

I have reviewed the explanation of the purchases and claims which my colleague set out and I am satisfied that this is an accurate reflection of the transactions and the responses to Ms F's claims.

I agree with the investigator's view that the business handled claims B1, B2 and F1 correctly and in line with the scheme rules for the card provider. It is unfortunate that the dispute for claim B2 was raised out of time, but I am pleased to see that Ms F has received refunds for the other claims. I do not think it was unreasonable for Monzo to request more evidence to support those claims and I think Monzo has acted reasonably.

In relation to claim O1, I accept that Monzo made errors in the handling of the chargeback. Monzo has subsequently offered compensation of £50 to reflect the failings of its service in respect of this claim. I consider that this is a reasonable response to the issues and is in line with other awards we would make in similar circumstances.

Consequently, I agree with the investigator's view and do not ask Monzo to do anything further.

My final decision

For the reasons given above, I do not uphold Ms F's complaint and do not ask Monzo Bank Ltd to do anything further.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms F to accept or reject my decision before 17 August 2022.

Laura Garvin-Smith
Ombudsman