DRN-3497781

The complaint

Mrs K is unhappy with the service provided to her by Monzo Bank Ltd, when she opened a current account with it.

What happened

Mrs K applied to open a bank account with Monzo on 28 December 2021. This application was successful, and Mrs K had said she was informed a debit card would be sent to her home, with her due to receive it no later than 4 January 2022.

However, Mrs K said this debit card didn't arrive. And so, she needed to re-order the card. Mrs K did this with, and she's explained that Monzo told her she would be due to receive this card no later than 10 January 2022. But the card again didn't arrive.

Mrs K has explained that it was very important the debit card was with her by 10 January 2022. This being because she needed to provide her bank details to her employer, so her salary could enter the new Monzo account. Because the card wasn't with Mrs K on time, Mrs K said she had to give account details for someone she knew, for her salary to go into. And that person is now charging her £450 to access her salary from their account.

Due to the above, Mrs K complained to Monzo. It responded and said it had correctly sent both debit cards to Mrs K, and so it was satisfied it hadn't done anything wrong here. Monzo said it would send a new card to Mrs K, through priority delivery, meaning she would need to sign for it this time. As a gesture of goodwill, Monzo offered Mrs K £40.

Mrs K remained dissatisfied with Monzo's response. So, she referred her complaint to this service for an independent review. When referring her complaint to this service, Mrs K said she felt Monzo should be providing her with at least £450 compensation – to account for what she was being charged to access her salary. And she explained that Monzo's general practices for sending cards should be changed, so the cards were traceable when on their way to the customer.

Our investigator considered this complaint and didn't think it should be upheld. She said Monzo had provided screenshots showing the cards had been ordered and were being sent to the correct address. Our investigator said she didn't hold Monzo accountable for them not being received by Mrs K – as Monzo had done what it needed to, by sending the cards, and sending them to the right place. Our investigator noted that on it hearing Mrs K had not received both cards Monzo offered to send a third one recorded delivery. And it offered Mrs K £40. Our investigator thought this was fair.

Mrs K didn't agree. She felt that Monzo were responsible for the whole process when opening an account with it – including the delivery of the cards. Mrs K noted that Monzo shouldn't have waited for two failed delivery attempts to send the card recorded delivery. Mrs K highlighted the stress the situation had caused to her. And said whilst she now didn't expect Monzo to compensate her £450, she did think the compensation provided to her should be higher than £40.

Because Mrs K didn't agree, this complaint has been referred 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.

Having done so, I've decided not to uphold this complaint. I've explained why below.

Mrs K has said Monzo acted unreasonably in the way it issued her debit card to her, and in how it dealt with the situation once the cards didn't arrive. So, I've thought carefully about this.

I think it was reasonable for Mrs K to expect that once she had successfully applied for the bank account, she would be sent the card for the account in a timely manner. I've looked to see whether Monzo did this. And I'm satisfied it did.

Monzo has provided this service with screenshots to show that when Mrs K opened her bank account, it automatically ordered her debit card be sent her. This order being on the same day as the account was opened. I've looked to see whether the details on the order were correct. And I'm aware the order was addressed to Mrs K's home. So, I'm satisfied that Monzo did the right thing, in ordering the card in a timely manner, to the right place.

I'm aware the debit card was due to be with Mrs K on 4 January 2022 but didn't arrive. Whilst I appreciate Mrs K's disappointment with this – I don't hold Monzo accountable for the card not reaching her. It is usual practice for banks to send debit cards through the standard post, using the Royal Mail. So, Monzo wasn't doing anything unusual or unreasonable in sending the card in this way. And once the card was issued and sent in the post, the delivery of this was out of Monzo's control. It had already done what it needed to, to make sure the card went to the right place. So, whilst it was unfortunate the card didn't arrive, I don't think Monzo acted unfairly – it wasn't to know the item wouldn't arrive.

I've seen the contact history between Mrs K and Monzo. And this shows that Mrs K contacted Monzo on 6 January 2022, to let it know the card hadn't arrived. At that point, I do think Monzo did the right thing. It correctly let Mrs K know that the way forward was to order another card. It double checked Mrs K's address was correct and advised it should take four days for a replacement card to reach her. So, I don't think Monzo did anything wrong here. And as above, I don't hold Monzo accountable for any delays or problems with the Royal Mail.

I understand the card didn't arrive by 10 January 2022, and Mrs K raised her concerns at this point. Monzo then agreed to send the card recorded delivery, so Mrs K could sign for this. I think that given the two failed delivery attempts before, this seemed a fair thing to do. I know Mrs K feels that Monzo should have offered this sooner – but it's unusual for two cards, sent to the right address, not to arrive on time. And, as above, Monzo sent the cards through a common method – which I don't think was unfair.

When Monzo offered to send this third card Mrs K said she was out of town, and so signing for the card wasn't possible. And when she arrived home, the second card sent seems to have arrived with her. So, I'm pleased that Mrs K now has the card and is using the account.

Mrs K has said Monzo should send all of its cards to customers in a traceable way. I appreciate a traceable delivery may have been a preferable method of postage. But it isn't for this service to tell a bank how it should send documents. And so, I don't require Monzo to do anything differently here.

Mrs K has explained that because her debit card hadn't reached her in time for 10 January 2022, she didn't have the relevant account details to give her employer. And so, she had to give someone else's bank details – for her salary to be paid into their account instead. Mrs K has said that person is now charging her £450 to access her salary. As above, I don't consider Monzo did anything wrong. But even if I did, I wouldn't require Monzo to pay this amount. That was a private arrangement between Mrs K and someone else.

Monzo offered Mrs K £40 compensation, as a gesture of goodwill. I'm satisfied that amount is fair and reasonable in this situation. I don't think Monzo did anything wrong. But I think the £40 offered by Monzo shows it acknowledging the trouble Mrs K went through and taking steps to recognise this – alongside its offer to send a card recorded delivery. So, I don't require Monzo to do anything more.

My final decision

Given the above, my final decision is that the £40 offered by Monzo Bank Ltd is fair and reasonable. If it hasn't already this sent to Mrs K then it should do so.

I don't require it to do anything more than that.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs K to accept or reject my decision before 27 June 2022.

Rachel Woods
Ombudsman