

The complaint

Miss S is unhappy that Monzo Bank Ltd defaulted and closed her account without any written notice.

What happened

Miss S had an account with Monzo. Monzo defaulted and closed Miss S's account without providing any written notice to her. Miss S wasn't happy about this, so she raised a complaint.

Monzo looked at Miss S's complaint. They confirmed they had given notice via email and in-app messaging to Miss S of the outstanding balance on her account as well as the consequential steps that led to her account being defaulted and her account being closed. Monzo also noted that Miss S had responded to several of these messages, and so they didn't feel they'd acted unfairly by defaulting the account for non-payment when they did.

Miss S wasn't satisfied with Monzo's response, so she referred her complaint to this service. One of our investigators looked at this complaint. But they didn't feel that Monzo had acted unfairly in how they'd managed the situation, and so they didn't uphold this complaint.

Miss S remained dissatisfied, so the matter was escalated to an ombudsman for a final 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.

Having done so, it's clear that Monzo did send Miss S numerous correspondence about the balance that was considered as being outstanding on her account in the form of emails and in-app messages. And it's also clear that Miss S responded to several of these messages, thereby confirming that she received them.

I'm also satisfied from the aforementioned correspondence that Miss S was given fair and reasonable notice of Monzo's intention to default her account for continued non-payment, and also of their intention to close the account. Indeed, I note that Miss S responded to Monzo and confirmed that she didn't intend to pay the outstanding balance and requested Monzo to close her account immediately.

Miss S has stated that she didn't receive any written letters from Monzo advising of the default of the closure of the account. This may be correct, but as explained, I'm satisfied that Monzo did correspond with Miss S about these points on many occasions via email and in-app messaging, and given that Monzo are primarily an online app-based bank, this doesn't seem unfair or unreasonable to me.

Ultimately, I'm satisfied that Monzo did provide Miss S with clear and consistent communication about the outstanding balance on her account and the possible

consequences of that balance remaining unpaid – including the potential defaulting and closure of the account that eventually took place.

I'm also satisfied that Miss S received and understood these communications from Monzo, given that she responded to them, and so I don't feel that there has been any unfair outcome here in regard to the communication from Monzo to Miss S as Miss S has alleged.

All of which means that I won't be upholding this complaint or instructing Monzo to take any further action. I realise this won't be the outcome Miss S was wanting, but I trust she'll understand, given what I've explained, why I've made the final decision that I have.

My final decision

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss S to accept or reject my decision before 27 September 2022.

Paul Cooper
Ombudsman