

Complaint

Mr J is unhappy that Monzo Bank Ltd ("Monzo") failed to tell him where the funds in his account were sent when it closed his current account.

Background

In March 2022, Monzo notified Mr J that it no longer wished to offer him an account so it was closing his current account and returning the funds to source. Mr J was unhappy with this and complained. Monzo didn't uphold Mr J's complaint. As Mr J remained dissatisfied, Mr J referred the matter to our service.

One of our adjudicators looked into Mr J's concerns. She didn't think that Monzo had done anything wrong or treated Mr J unfairly and so didn't recommend the complaint be upheld. Mr J disagreed and so the complaint was passed to an ombudsman for a final decision.

My findings

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

Having carefully considered everything, I don't think that Monzo acted unfairly towards Mr J and so I'm not upholding his complaint. I'll explain why in a little more detail.

As our adjudicator explained to Mr J, a bank is under no obligation to continue offering an account to a consumer if it doesn't wish to do so. And Monzo decided it no longer wished to have Mr J as a customer. Closing a customer's account is a commercial decision that a bank is entitled to take. And it has no obligation to share its reasons for that decision – although having looked at matters, I'm satisfied that Monzo was entitled to take the action it did in line with the terms and conditions.

Mr J is unhappy because he says Monzo hasn't told him what his closing balance was and which of his other accounts the funds were returned to. But Monzo hasn't said the funds were returned to Mr J. It has said that the funds were returned to source. This isn't necessarily the same thing as the returning funds to Mr J because what this effectively means is that the funds were returned to where they were originally sent from. So the funds would only have been returned to one of Mr J's accounts if that's where they were sent from in the first place.

I have to say that, given the limited activity, I'm a little surprised Mr J doesn't know the source of the funds immediately prior to his account being closed. Nonetheless, if Mr J wants further details on the transactions on his account and the precise amount of the closing balance he can ask Monzo for a copy of his final statement. But overall I don't think that Monzo did anything wrong or unfair when it refused to tell Mr J precisely where the remaining balance was returned.

So overall and having considered everything, I don't think Monzo acted unfairly towards Mr J and I'm not upholding this complaint. I appreciate this will be very disappointing for Mr J. But

I hope he'll understand the reasons for my decision and that he'll appreciate why I think Monzo hasn't acted unfairly or unreasonably towards him.

My final decision

For the reasons I've explained, I'm not upholding Mr J's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr J to accept or reject my decision before 30 August 2022.

Jeshen Narayanan
Ombudsman