

Complaint

Mr C is unhappy that Monzo Bank Ltd (“Monzo”) closed his account.

Background

In February 2022, Monzo took the decision to close Mr C’s account and it sent Mr C a letter on 25 February 2022 confirming that it would be doing so in two months. Mr C complained about Monzo’s actions. Monzo didn’t uphold Mr C’s complaint. As Mr C remained dissatisfied, Mr C referred the matter to our service.

One of our adjudicators looked into Mr C’s concerns. She didn’t think that Monzo had done anything wrong or treated Mr C unfairly and so didn’t recommend the complaint be upheld. Mr C 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 C and so I’m not upholding his complaint. I’ll explain why in a little more detail.

As our adjudicator explained to Mr C, a bank is generally under no obligation to continue offering an account to a consumer if it doesn’t wish to do so. I know that Mr C is unhappy Monzo closed his account. However, each bank has its own criteria and risk assessment for deciding whether to close an account and providing a customer with an account is a commercial decision that a bank is entitled to take. And typically, as long as it provides reasonable notice it has no obligation to share its reasons for that decision.

In this case Mr C was provided with reasonable notice. So I’m satisfied that Monzo had sufficient grounds to close Mr C’s account and as such its decision wasn’t unfair in the circumstances. I realise that Monzo’s decision will have been very disappointing to Mr C and I can appreciate why the closure of his account will have caused him inconvenience. But despite this, I’m simply not in a position to be able to tell Monzo it has to continue offering Mr C an account in circumstances which it has legitimately decided it no longer wishes to provide him with one. Furthermore, while I noted the comments Mr C has made regarding his philosophical beliefs being a factor in Monzo’s decision to close his account, I’ve not seen anything at all which indicates this was the case.

Finally, I’ve seen that Mr C has said that we should not be looking at his case individually and should be looking at his case together with his colleagues as they have all had accounts closed. However, this service only has the power to consider individual disputes. So I simply don’t have the power to do what Mr C is asking. Furthermore, I’ve not seen anything to suggest that any difficulties Mr C may be having with other accounts is due to any actions taken by Monzo. So while I sympathise with any difficulties Mr C may be having, I don’t think that Monzo is responsible for this.

Overall and having considered everything, I don't think that Monzo has acted unfairly or unreasonably towards Mr C and I'm not upholding this complaint. I appreciate this will be very disappointing for Mr C. But I hope he'll understand the reasons for my decision and that he'll appreciate why Monzo was entitled to close his account.

My final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 17 November 2022.

Jeshen Narayanan
Ombudsman