

## **Complaint**

Mrs O is unhappy that Monzo Bank Ltd (“Monzo”) closed her account and failed to return all of the funds in it.

## **Background**

In January 2022, Monzo notified Mrs O that it no longer wished to offer her an account and told her that it would be closing her current account. After Monzo closed Mrs O’s account it returned some of the funds to source. Mrs O was unhappy with both the closure and the failure to return all of the funds in her account and complained. Monzo didn’t uphold Mrs O’s complaint. As Mrs O remained dissatisfied, Mrs O referred the matter to our service.

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

As our adjudicator explained to Mrs O, 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 didn’t wish to have Mrs O 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. Equally, having looked at matters I’m also satisfied that Monzo was entitled to take the action it did in line with the terms and conditions of Mrs O’s accounts.

I know Mrs O remains unhappy that Monzo hasn’t returned the funds all of the funds that were in her account at the time it was closed. But it looks like Monzo has returned all of the funds to the institution that sent them in the first place – in order words they were returned to source. This isn’t the same as being returned to the person who sent them in the first place.

Mrs O may be unhappy with this. But she is free to contact the financial institution which the funds were returned to if she still feels that she is entitled to them. In any event, and most importantly, I don’t think that Monzo did anything wrong or unfair when it returned the funds in question to the financial institution that sent them.

Finally, I appreciate that it took a period of time for Mrs O to be provided with copy statements once her account was closed. I can understand why this must have been frustrating. But it looks like Monzo did send the statements much earlier than Mrs O says she received them. It’s possible that Monzo had to send further copies because the original ones weren’t received. But, in any event, as I can’t see how Mrs O lost out because of any delay, I’m not upholding this part of the complaint either.

So overall and having considered everything, I don't think Monzo acted unfairly towards Mrs O and I'm not upholding this complaint. I appreciate this will be very disappointing for Mrs O. But I hope she'll understand the reasons for my decision and that she'll appreciate why I think Monzo hasn't acted unfairly or unreasonably towards her.

**My final decision**

For the reasons I've explained, I'm not upholding Mrs O's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs O to accept or reject my decision before 13 June 2023.

Jeshen Narayanan  
**Ombudsman**