

The complaint

Mr A complains that he tried to send money through Monzo Bank Ltd, but it did not arrive.

What happened

Mr A says that he transferred £250 to the wrong account and Monzo has not helped him to retrieve the money.

Monzo says Mr A sent money to the wrong account due to a similarity between two names. It says it's tried to recover the money, but it is unable to do so without the permission of the account holder and they have not responded to requests. Monzo adds that Mr A would only have been able to send money this way to other Monzo accounts in his phone contacts.

Our investigator did not recommend the complaint should be upheld. She said that Monzo had not made an error and had acted as she'd expect in trying to retrieve the money. She said that Monzo was not required to do anything further.

Mr A responded to say, in summary, that the method by which he transferred the money was specific to Monzo and there should be legal means to retrieve the money in this situation, especially as the recipient was also a Monzo customer.

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.

I am satisfied that Mr A sent the money using Monzo's internal system that enables a customer to transfer money to other Monzo customers that are in their contacts list. I acknowledge that Mr A says he does not know who the recipient is, but I find it likely that Mr A had the contact's details in his phone.

I also note from Mr A's bank statement that, on the same day, he received £250 from an account bearing the same name as the one to which he says he inadvertently paid £250. Mr A says a friend lent him the money that day, but that he returned the money later the same day. He says his friend told him he did not receive the money and Monzo has not helped him retrieve it.

Monzo has now sent evidence that the money was received from and returned to the same account. It also confirmed that the account holder of that account also explained that the money was a loan.

I acknowledge that Mr A says he subsequently transferred a further £250 from another account, but I'm satisfied that the initial money was received by the intended party.

Based on all the evidence I have seen, I do not find Monzo made any errors and it is not required to do anything further.

My final decision

My decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 3 May 2023.

Amanda Williams
Ombudsman