

## **Complaint**

Mr S has complained that Monzo Bank Ltd (“Monzo”) unfairly increased the limit on his overdraft when he was already struggling to repay what he owed.

## **Background**

One of our adjudicators looked at Mr S’ complaint and thought that Monzo shouldn’t have increased Mr S’ overdraft limit as his overdraft had already become unsustainable for him by February 2020. So it needed to refund all the interest, fees and charges it added to Mr S’ overdraft from this point. Monzo 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.

Monzo will be familiar with all the rules, regulations and industry codes of practice we consider when looking at whether a bank treated a customer fairly and reasonably when applying overdraft charges. So I don’t consider it necessary to set all of this out in this decision.

Having carefully considered everything provided, I think Monzo acted unfairly when it continued charging overdraft interest and associated fees from February 2020. While Mr S might not have got in touch to confirm this, nonetheless by this point, it was evident Mr S’ overdraft had become demonstrably unsustainable for him.

A cursory look at his statements leading up to this period shows that Mr S had been hardcore borrowing for an extended period. And he rarely, if ever, saw a credit balance on his account for more than a few days at a time.

So I think that by February 2020 Monzo should have stopped providing the overdraft on the same terms and treated Mr S with forbearance rather than increasing the limit on the overdraft. As Monzo didn’t react to Mr S’ account usage, and instead increased Mr S’ overdraft limit without taking into account his circumstances, I think it failed to act fairly and reasonably towards him.

Mr S ended up paying increased interest, fees and charges at a time when his overdraft was already unsustainable. So I’m satisfied that Mr S lost out because of what Monzo did wrong and that it should put things right.

## **Fair compensation – what Monzo needs to do to put things right for Mr S**

Having thought about everything, I think that it would be fair and reasonable in all the circumstances of Mr S’ complaint for Monzo to put things right by:

- Reworking Mr S' current overdraft balance so that all interest, fees and charges applied to it from February 2020 onwards are removed.

AND

- If an outstanding balance remains on the overdraft once these adjustments have been made Monzo should contact Mr S to arrange a suitable repayment plan, Mr S is encouraged to get in contact with and cooperate with Monzo to reach a suitable agreement for this. If it considers it appropriate to record negative information on Mr S' credit file, it should reflect what would have been recorded had it started the process of taking corrective action on the overdraft in February 2020. Monzo can also reduce Mr S' overdraft limit by the amount of any refund if it considers it appropriate to do so, as long as doing so wouldn't leave him over his limit.

OR

- If the effect of removing all interest, fees and charges results in there no longer being an outstanding balance, then any extra should be treated as overpayments and returned to Mr S along with 8% simple interest† on the overpayments from the date they were made (if they were) until the date of settlement. If no outstanding balance remains after all adjustments have been made, then Monzo should remove any adverse information from Mr S' credit file. Monzo can also reduce Mr S' overdraft limit by the amount of refund if it considers it appropriate to do so.

† HM Revenue & Customs requires Monzo to take off tax from this interest. Monzo must give Mr S a certificate showing how much tax it has taken off if he asks for one.

### **My final decision**

For the reasons I've explained, I'm upholding Mr S' complaint. Monzo Bank Ltd should put things right in the way I've set out above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 22 May 2023.

Jeshen Narayanan  
**Ombudsman**