

## **The complaint and background**

Mr S complains Monzo Bank Ltd ('Monzo') won't reimburse him over £12,000 that he lost when he fell victim to a cryptocurrency investment scam. Although Mr S's original complaint to Monzo and his appeal refer to a just over £13,000, the total amount of the transactions listed and those that can be seen on his statements, are just over £12,000.

Our investigator didn't uphold the complaint. She didn't think any of the payments looked suspicious such that Monzo ought to have made additional checks before processing any of them.

Mr S's representative advised that he disagreed with the investigator's findings and asked for the matter to be referred to a decision.

## **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.

Having taken into account longstanding regulatory expectations and requirements, and what I consider to be good industry practice, Monzo ought to have been on the look-out for the possibility of fraud and made additional checks before processing payments in some circumstances.

Mr S's representatives advised in its initial submissions that Monzo took no additional steps and made no additional checks before processing the disputed transactions, in order to prevent him from falling victim to a scam.

However, I wouldn't have expected it to. That's because, I'm not persuaded any of the transactions ought to have looked suspicious such that it ought to have been alert to Mr S possibly falling victim to financial harm. I say this having considered the values of the payments, the limited account history as the account had only been opened recently and the eight-month period over which they were all carried out. I accept the payments were to crypto providers, but that doesn't mean payments should automatically be treated as suspicious, particularly when there are no other concerning factors about the payments.

I'm also not persuaded there were any prospects of Monzo successfully recovering the funds via chargeback, given the payments were used to purchase cryptocurrency from legitimate providers.

Whilst Mr S has undoubtedly been the victim of a cruel scam, I don't find there were any failings on Monzo's part that would lead me to uphold this complaint.

## **My final decision**

For the reasons given above, my final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or

reject my decision before 6 June 2025.

Mark O'Connor  
**Ombudsman**