

The complaint

Mr B and Ms S have complained about how Monzo Bank Ltd handled their chargeback claim.

What happened

Mr B and Ms S raised a chargeback through Monzo. This succeeded, and they received a full refund. However, they are unhappy about how the matter was handled. They've explained that Monzo caused confusion with some of what it said to them, they had to chase things up several times, and it took too long to be resolved. Monzo recognised things could have gone better, and awarded £90 compensation in recognition of this. Our investigator thought this was fair, but Mr B and Ms S disagreed. They didn't feel £90 adequately reflected the inconvenience caused, and asked for substantial compensation.

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 done so, I'm not upholding it. I've considered all of the submissions carefully, and I can see that there was confusion and chasing up. But it's also the case that Monzo resolved the matter in just over eight weeks, which is in line with what I'd have expected. Although I accept there was inconvenience caused, I'm satisfied that £90 compensation is reasonable to address this, and in line with what I'd have awarded, had Monzo not already done so.

My final decision

For the reasons given above, it's my final decision not to uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B and Ms S to accept or reject my decision before 24 April 2025.

Elspeth Wood
Ombudsman