

The complaint

Mr S complains that Monzo Bank Ltd incorrectly showed transactions on the shared tab he'd set up with his partner.

What happened

Mr S holds a current account with Monzo. He uses the shared tab feature offered by Monzo's app, which enables him to upload information about the purchases he's made and share them with his partner. This allows them to view what's been spent as a shared household expense and settle what they owe Mr S.

On 12 April 2024, Mr S uploaded information about three separate transactions that he'd paid from his account onto the shared tab he has with his partner. The transactions cost a total of £31.81, which should have been the amount shown on the shared tab. But Mr S noticed that the value of the transactions was incorrect; the total showing was three times the value it should have been.

Mr S contacted Monzo to report the error and queried why it had happened. He was subsequently informed that the error had happened because of a known bug issue which was affecting the app. Monzo told Mr S it had rectified the issue and that if he reuploaded the transactions onto his shared tab they'd be showing correctly.

Mr S was unhappy with the explanation he'd been provided by Monzo. He said he'd lost trust in its banking provision and was thinking about switching his account to another bank. He was also concerned that the shared tab could have had similar errors in the past, which he hadn't noticed at the time. So, he complained.

Monzo wrote to Mr S with its final response on 20 June 2024. It upheld his complaint and reiterated the information it had shared with him at the time he'd reported the error about why the issue had happened. It apologised and paid him £25 compensation for the trouble and upset he'd experienced.

Mr S was dissatisfied with how Monzo had dealt with his complaint. So, he referred it to our service for an independent review. He didn't think Monzo's explanation was adequate and didn't think the compensation it had paid sufficiently reflected the trouble and upset he'd experienced.

Our investigator looked into what happened and empathised with Mr S. But they didn't recommend upholding his complaint. They thought Monzo had appropriately rectified the error that Mr S had reported and had provided an explanation about how the error had been caused. They were persuaded that the compensation Monzo had paid to resolve Mr S' complaint fairly recognised the trouble and upset he'd been caused. So, they didn't think it needed to take any further action. But Mr S disagreed with our investigator's view and asked for his complaint to be referred to an ombudsman for a final 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.

I'd like to thank Mr S for his detailed submissions about this complaint. I want to assure him that I've read and considered everything that both he and Metro have sent when reaching my decision. I haven't referred to all the points Mr S has raised as I've focused on what I feel are the key issues of the case. I hope Mr S won't take that as a discourtesy, my approach reflects the informal nature of our service.

I'm sorry to hear about the difficulties Mr S experienced here. I'm sure he's suffered upset and inconvenience as a result of what happened and for that I'm sorry. But my role is to assess whether I think Metro made a mistake, or treated Mr S unfairly, such that it needs to now put things right.

Here, Monzo accepts that there was an error in how the shared tab was operating on 12 April 2024 and that this error caused Mr S' transactions to show incorrectly. I've seen evidence to demonstrate that, instead of the three transactions showing a combined total of £31.81 on the shared tab, each transaction was showing separately at that value. So, the total amount was displayed as three times what Mr S had paid. I can understand why that was frustrating and concerning for him.

Monzo informed Mr S that the issue he reported was caused by a known bug affecting the app at the time he observed the shared tab error. I understand that he's unhappy with Monzo's explanation about what caused the error; he wants it to provide more detail about the bug. But I think Monzo gave Mr S a fair explanation of what had caused the error he experienced. I realise this didn't go into the level of detail Mr S wanted or expected. But impartially, I think Monzo provided a reasonable amount of information around the issue to Mr S. Monzo says it can't give any further detail and so I don't think it'd be fair for me to ask Monzo to provide additional information to Mr S here.

Mr S doesn't think Monzo recognised the seriousness of his concerns. But from what I've seen it escalated the concerns he'd reported to its specialist team within around 5 hours of Mr S reporting the error. This satisfies me that Monzo recognised that the issue Mr S had reported could be complex and significant. I'm persuaded it acted proactively in investigating what had happened.

Monzo has provided evidence that shows the error with shared tabs was resolved quickly. I say this because on 16 April 2024, Monzo explained what had caused the error and that the three transactions that Mr S had wanted to share with his partner should be deleted and readded to the shared tab so that they were showing correctly. Monzo sent a push notification to Mr S, and other affected customers, via its app as well as an email to confirm this.

It's clear that Mr S feels he shouldn't have had to bring the error to Monzo's attention. But it's explained that the bug that caused the error was affecting a small number of customers. Monzo didn't know which customers were impacted and, in such circumstances, it would have been extremely difficult for it to identify individual customers affected and reach out to them separately. So, I can't fairly find that Monzo made an error in waiting for Mr S to contact it to report the problem before taking further action.

Mr S has informed our service that his confidence in Monzo has been undermined as a result of what happened. He's concerned the issue he reported could have been a longer

standing error and he's worried that transactions on his shared tab may have been incorrectly showing on other occasions in the past.

I can understand why Mr S may have such concerns. But I want to reassure him that the evidence Monzo has provided to our service satisfies me that the error that affected him on 12 April 2024 was a recent problem, which had been caused by an app update that Monzo had rolled out to its customers. The update happened on 3 April 2024. So, the error only affected some of Monzo's customers after that date.

Monzo has explained that it has been able to identify customers that were affected by the error Mr S reported. And Mr S hasn't provided any evidence showing that his shared tab was affected prior to 12 April 2024. It follows that I'm persuaded on balance of the evidence I have that it's more likely than not that his shared tabs were affected by this error on an isolated occasion only.

To resolve this complaint Monzo paid Mr S £25 compensation to recognise the trouble and upset this caused. But it's clear he doesn't think this sum adequately reflects his inconvenience and experience.

It's my role to decide what's fair and reasonable in the individual circumstances of a dispute. We're all inconvenienced at times in our day-to-day lives – and a certain level of frustration and minor annoyance is unwelcome, but to be expected. It's the impact of the errors made over and above that which we consider to determine if an award of compensation is merited, and if so, how much.

I recognise that Mr S had to spend some time in contacting Monzo to report what had happened and in trying to resolve matters. However, as I've already explained the issue affecting Mr S was rectified quickly. I'm pleased to see that he hasn't suffered a financial loss as a result of what happened.

Having considered the timeline of events and Monzo's handling of this complaint, I'm satisfied that compensation of £25 is a fair and reasonable outcome to this complaint. It's in line with awards made by this service in comparable circumstances. I haven't seen enough evidence to persuade me that a higher award is warranted here. And, while Mr S may disagree with me, I'm satisfied this fairly recognises the impact of what happened.

I appreciate that Mr S feels very strongly about the issues raised in this complaint and I've carefully considered everything he's said. But I think Monzo has done all it can to resolve this dispute. So, I'm not going to ask it to do anymore here. This now brings to an end what we, in trying to resolve Mr S' dispute with Monzo, can do for him.

My final decision

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 17 October 2024.

Julie Mitchell
Ombudsman