

The complaint

Mr T is unhappy with the functionality of the Monzo Bank Ltd banking app.

What happened

Mr T received a refund from a merchant into his Monzo account. But the merchant accidentally refunded Mr T twice, and so then reclaimed the duplicate refund from Mr T's Monzo account so that the transactional balance was correct.

Mr T checked his Monzo account but couldn't see the details of what had happened in the main feed. Mr T contacted Monzo about this and was told that because of the unusual and convoluted nature of what had happened, a full history of what happened wouldn't be visible in his main feed but would be visible if Mr T generated a statement for that month.

Mr T wasn't happy that Monzo's main feed didn't display the full information about the transaction in question, and he also wasn't happy with the length of time he had to wait to chat to a specialist about it. So, he raised a complaint.

Monzo responded to Mr T and confirmed how Mr T could obtain detailed information about future similar transactions via an account statement and said that they had no plans to change the functionality of their app at this time. However, Monzo did apologise to Mr T for the length of time he'd had to wait to chat to a specialist, and they paid £25 to him by way of compensation for this. Mr T wasn't satisfied with Monzo's response, so he referred his complaint to this service.

One of our investigators looked at this service. They explained to Mr T that this service isn't a regulatory body and so can't instruct a business to change how they operate. But they didn't feel that the £25 Monzo had paid to Mr T fairly compensated him for the trouble and frustration he'd incurred and said that Monzo should pay a further £25 to Mr T – so that the total compensation payable was £50. Monzo accepted the recommendation put forward by our investigator, but Mr T remained dissatisfied. So, the matter was escalated 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.

Mr T is unhappy that detailed information about the full transactional chain surrounding the refund isn't visible in Monzo's main feed, and that he had to generate a statement to be able to see that detailed information. Monzo have confirmed that this is correct. And, ultimately, it's for Monzo to choose how they structure their banking app and what information is or isn't displayed in the main feed.

Furthermore, the issue that Mr T is concerned about only emerges when unusually complex transactional chains occur. And it isn't the case that the detailed information about such transactional chains isn't available to Monzo account holders. It's just that the information

isn't available in the main feed and is only visible via an account statement. This doesn't seem unreasonable or unfair to me.

I can appreciate that Mr T might have incurred some frustration and inconvenience when trying to get information from Monzo as to how he could view his account transactional history in the manner he wants. But Mr T now has an understanding of how he can do this moving forward. And I feel the further £25 compensation Monzo have agreed to pay to Mr T for the trouble he experienced does fairly resolve this aspect of Mr T's complaint.

Mr T has said that he's concerned that other Monzo account holders might experience the same trouble that he has in similar circumstances. But as has been explained to Mr T, this service isn't a regulatory body and our remit only extends to considering what has happened to an individual complainant (in this case, Mr T) regarding the matter being complained about. And I can only reiterate again that this also means that this service has no remit or authority to instruct Monzo, or any business, to change how they operate.

Finally, Monzo apologised to Mr T for the length of time he had to wait to chat to a specialist about his account, and they paid £25 to him as compensation for any inconvenience or upset he may have incurred as a result. This feels fair to me, and I can confirm that it's commensurate with what I might have instructed Monzo to pay to Mr T for the service delay that he encountered, had Monzo not already done so.

All of which means that while I will be upholding this complaint in Mr T's favour, I'll only be doing so to instruct Monzo to pay the further £25 compensation to Mr T that they've already agreed to pay. And I won't be issuing any further instructions to Monzo beyond this. I hope that Mr T will understand, given what I've explained, why I've made the final decision I have.

Putting things right

Monzo must pay £25 to Mr T.

My final decision

My final decision is that I uphold this complaint against Monzo Bank Ltd on the basis explained above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr T to accept or reject my decision before 12 November 2024.

Paul Cooper
Ombudsman