

## **The complaint**

Mr B complains about how Monzo Bank Ltd handed refunds for transactions paid for with his Monzo Flex credit card account.

## **What happened**

Mr B bought two items that cost £17.99 and £21.99 from an online retailer on 12 June 2024 using his Monzo Flex account. Mr B returned the items and the retailer refunded the payments. Mr B could locate the £17.99 credit in his current account but said the £21.99 payment did not appear on his Flex or current accounts. Mr B complained to Monzo.

Monzo did not resolve Mr B's complaint within the required timescale, so he referred his complaint to our service. Mr B said the £21.99 had not been credited to his Flex or current account.

Monzo said £17.99 had been refunded to Mr B's current account because he had already paid this amount owed on his Flex account. Monzo said the £21.99 had been returned to Mr B's Flex account because it was still unpaid. Monzo provided a copy of Mr B's Flex account statement, which showed the £21.99 credit on 17 June 2024. Monzo told our service it had previously advised Mr B to check his Flex statement to confirm the refund.

One of our Investigators reviewed Mr B's complaint but was satisfied the refund had been credited to Mr B's account. The refund had been credited to Mr B's Flex account because that is the account the retailer credited. Our Investigator didn't think Monzo had done anything wrong.

In response, Mr B said Monzo credited one refund to his current account, and one to his Flex account, creating unnecessary confusion. Mr B believed this inconsistency was the result of a significant system flaw. Mr B wanted to know how Monzo planned to rectify this issue.

Our Investigator reiterated the £17.99 had gone to Mr B's current account as he had already paid this off on his Flex account, and didn't think Monzo had treated Mr B unfairly. Our Investigator explained it is not within our remit to interfere with Monzo's processes or protocols. Mr B remained unhappy and asked for an Ombudsman to review his complaint, saying Monzo's refund process is vague, poorly communicated and falls short of industry best practice. Mr B is unhappy he did not receive follow up calls or a clear or convincing explanation of what happened.

## **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, it may be helpful to explain my role. My role is to decide whether Monzo has made an error in processing Mr B's refunds.

I have reviewed Mr B's Flex account statement, which shows the £21.99 payment to the

retailer on 12 June 2024 and the refund on 17 June 2024. Mr B has also received the refund of £17.99. As Mr B has received both refunds, I don't think Monzo has acted incorrectly and caused Mr B a financial loss.

Monzo provided both refunds in a reasonable timescale. Mr B says he did not receive promised call backs or a timely response to his complaint. But Mr B had received the refunds so I've not seen that he was left out of pocket or caused significant inconvenience by Monzo that required it to take remedial action – I note Monzo had provided instructions on how to access his Flex statements to check the refund.

Mr B has explained his unhappiness with Monzo's refund process, and the ease of navigating the information provided by Monzo. But it is not for our service to tell Monzo to change its refund process, or how it operates generally. Only the regulator, the Financial Conduct Authority, has the power to tell Monzo to change the way it operates or alter its processes.

Overall, I cannot see any significant failings on Monzo's part and Mr B has received the retailer's refunds. And I cannot do as Mr B wants and tell Monzo to change the way it operates. H

### **My final decision**

I realise my decision is likely to disappoint Mr B, but I have not upheld this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 10 April 2025.

Victoria Blackwood  
**Ombudsman**