

## **The complaint**

Mrs O complains that Monzo Ltd won't refund several payments she says she made and lost to a scam.

## **What happened**

Mrs O complains Monzo won't reimburse the money that she lost when she fell victim to a task-based employment scam.

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.

Mrs O's representative has asked for the matter to be referred to a decision. It said the payments were to a crypto provider and ought to have been treated as high-risk payments.

## **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'm very aware that I've summarised this complaint briefly, in less detail than has been provided, and in my own words. No discourtesy is intended by this. Instead, I've focussed on what I think is the heart of the matter here. If there's something I've not mentioned, it isn't because I've ignored it. I haven't. I'm satisfied I don't need to comment on every individual point or argument to be able to reach what I think is the right outcome. Our rules allow me to do this. This simply reflects the informal nature of our service as a free alternative to the courts.

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.

I have reviewed Mrs O's account and the payments she made to the scam. Having considered when they were made, their value and who they were made to, I'm not persuaded Monzo ought to have found any of the payments suspicious, such that it ought to have made enquires of Mrs O before processing them. I accept the payments were to a crypto provider, but that doesn't mean payments should automatically be treated as suspicious, particularly when there are no other concerning factors about the payments and having considered the values involved here.

Whilst Mrs O 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 Mrs O to accept or reject my decision before 24 June 2025.

Tom Wagstaff  
**Ombudsman**