

The complaint

Mr L complains that Monzo Bank Ltd closed his bank account.

What happened

Mr L had an account with Monzo. On 26 June 2024, Monzo closed Mr L's account. Mr L wants to know why Monzo did this. He's also says he's unhappy that Monzo didn't let him talk about things over the phone.

Our investigator looked at the complaint and thought Monzo had acted fairly.

Mr L doesn't agree. The complaint has been passed to me.

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.

Monzo is allowed to decide who it wants as a customer. It can close accounts as long as it acts fairly, doesn't break any laws or regulations, and acts in line with the terms and conditions of the account. Where Monzo closes accounts in these circumstances it doesn't need to give reasons, and nor would it generally be appropriate me to tell Monzo to share its reasons with Mr L. But Monzo has provided information in confidence about why it closed the account. Our rules allow us to receive information in confidence – and I'm satisfied this information is sensitive and cannot be shared with Mr L. But I've taken this into account when deciding whether Monzo treated Mr L fairly.

Here, the terms and conditions that applied to Mr L's account state:

“We can close your account by giving you at least 2 months' notice.”

Monzo wrote to Mr L on 25 April 2024. It said that it would close the account on 26 June 2024. This means Monzo gave Mr L the two months' notice required by the terms and conditions.

As I've said, Monzo doesn't need to give reasons for doing this. I don't accept Monzo has treated Mr L unfairly by not sharing its reasons with him, much as Mr L wants to know. Based on what I've seen, Monzo was acting in line with the terms and conditions when it closed Mr L's account. And I'm satisfied this was fair.

I've considered the further points Mr L has raised. Mr L thinks that Monzo may have closed the account because he thought that he'd been the victim of a romance scam. But for the reasons I've already explained, Monzo doesn't need to share its reasons with Mr L. I acknowledge, however, that Monzo did tell Mr L on 23 April 2024 that it was certain he'd fallen victim to a scam – and that Mr L didn't agree. But while I don't doubt that Mr L feels strongly that that he wasn't the victim of a scam here, this doesn't change my conclusions.

Finally, Mr L says he wasn't able to contact Monzo by phone. We've asked Monzo about

this. At first, Monzo told Mr L that this was because they thought written communication would be more effective. Monzo now says it contacted or tried to contact Mr L by phone around 7 times after they decided to close the account. According to Monzo's records, there were also around 20 calls with Mr L in the three weeks immediately before it closed the account.

Looking at all of this, I accept Mr L may have had difficulties getting through to Monzo by telephone. But based on the conversations I've listened to, I can't say this has left Mr L in a worse position. In some of the calls, Monzo warned Mr L for raising his voice. I further note that Mr L ultimately told Monzo to stop calling him.

In all the circumstances, I don't think Monzo acted unfairly. I don't uphold the complaint and I'm not going to tell Monzo to do more.

My final decision

I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 7 August 2025.

Rebecca Hardman
Ombudsman