

The complaint

Mr S complains Monzo Bank Ltd failed to send a payment between his accounts on time. He says he has lost out as a result.

What happened

A summary of what happened is below.

Mr S had been planning to buy a car in June 2024 and says he went into his app on 20 June to schedule the release of funds from his savings pot into his other account in time for the 28 June.

On 28 June, when the funds hadn't arrived, he called Monzo to find out what was going on. An agent said they could see the process for releasing the funds from had started and so they should arrive by 5pm that day. However, they didn't arrive until after the weekend on 1 July.

Mr S wasn't happy with what had happened. He explained he'd taken steps to ensure the funds were available on 28 June and he'd also arranged to travel and stay at a hotel to buy a car. He thought Monzo had made a mistake and should compensate him for the trouble, upset and cost.

Monzo investigated but it didn't find an error with the transfer. It said a transfer of this type should credit the account the next working day after the request is made and as Mr S had made the request on 28 June, which was a Friday, it wouldn't have reached the destination account until Monday (the next working day). However, it paid £25 compensation as a gesture of goodwill to resolve the complaint.

Dissatisfied, Mr S contacted us but one of our investigators agreed with Monzo's assessment of when the payment had been requested and when it should have credited the account, so he didn't think there was an error either. However, he thought the agent handling Mr S's call on 28 June could have been more helpful and ascertained further information to explain the timescales. He recommended Monzo pay an additional £50 to reflect the inconvenience.

Monzo agreed but Mr S didn't.

In line with our process, the case was put forward for a decision as the second and final stage of our process.

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 S says he made a request to transfer a large payment from his savings pot on 20 June, using his app. However, the audit I've seen doesn't show this. We asked Mr S if he has any other information that could support this, but he says everything is in the calls he had with

Monzo. On this point, I've relistened to the calls but these calls happened after he allegedly made the transfer, so they don't assist in directly supporting that Mr S had made the transfer when he says he did.

I have looked at the audit in relation to the savings pot in conjunction with Mr S's other account statements. These show a credit of £23,000 was paid into his bank account on 20 June from a loan company, which was presumably for the car. Mr S then transferred £22,500 of this out to his savings pot the same day. But there's nothing in the audit indicating to me a schedule withdrawal from the savings pot set up the same day. The available evidence does however show a withdrawal being arranged and instigated on the 28 June for £22,500, which wouldn't have arrived until a working day later, as stated in the relevant account terms and conditions. Based on the evidence it's difficult for me to come to any other conclusion.

In one of the initial calls on 28 June the bank's agent said the funds should be with Mr S by 5pm that day. This was clearly wrong but by the same token, the call indicates Mr S was on route. Weighing all these points, there isn't a proper basis for me to hold Monzo responsible for any costs.

Monzo has agreed to pay £50 after our investigator's involvement. This is in addition to the £25 it's already paid to resolve the complaint. All things considered; I think this is fair way to resolve the complaint as there was some minor inconvenience resulting from the calls but based on the available evidence the transfer appears to have worked as it should have.

My final decision

My final decision is that I require Monzo to pay Mr S £50 (ensuring Mr he has received £75 compensation in total for this complaint).

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 13 August 2025.

Sarita Taylor
Ombudsman