

## **The complaint**

Mrs A has complained Monzo Bank Ltd lodged a fraud-related marker on the industry fraud database, CIFAS, in her name.

## **What happened**

In July 2024 Monzo received a fraud report from another bank about a payment made into Mrs A's Monzo account. This payment was for £750. They queried this with Mrs A asking her to show she was entitled to this money but received no response. They closed her account and lodged a fraud-related marker on the CIFAS database.

Mrs A found she was having trouble operating her other bank account and asked Monzo to remove the marker. Monzo confirmed they didn't feel they'd done anything wrong and refused to remove the marker.

Mrs A brought her complaint to the ombudsman service.

Our investigator noted the evidence Mrs A had shared with Monzo and our service. This showed Mrs A had concerns about the money paid into her account but continued to transfer it to the third party she was in contact with. On this basis he wouldn't ask Monzo to remove the marker.

Mrs A disagreed with this outcome. She's asked an ombudsman to consider her complaint.

## **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, I've reached the same outcome as our investigator. I'll explain why.

It is clear what the requirements are prior to lodging a marker. Specifically:

*"There must be reasonable grounds to believe that an identified fraud or financial crime has been committed or attempted.*

*The evidence must be clear, relevant and rigorous."*

So Monzo must be able to provide clear evidence that an identified fraud was being committed and Mrs A was involved. This means that they must have more than a suspicion or a concern that Mrs A may be involved.

There's also a requirement that Monzo should be giving the account holder an opportunity to explain what was going on.

I've seen the evidence provided by Monzo. This confirms they received a notification from another bank that their customer had sent £750 to Mrs A's Monzo account as the result of an advance fee scam. After this credit was received, Mrs A transferred all of this money using

an international transfer platform.

There's also a record of Monzo attempting contact with Mrs A to verify where this money had come from, but they received nothing from Mrs A. Subsequently Mrs A has said she doesn't understand why Monzo would use their chat service but I can see other interactions between Monzo and Mrs A using this service, so I think it's most likely Mrs A knew about this query but chose to ignore it.

I'm in no doubt that this credit didn't belong to Mrs A. An identified fraud had been committed. However, I also need to be satisfied that Mrs A knew what was going on when money that wasn't his was being paid into his account.

Mrs A has shared with us chats between herself and someone she knew. From this it's clear she was reluctant to accept money into her account from this person but nevertheless after receipt told him about the money and then transferred it to where she was told to. I appreciate it's difficult to stop receiving money into an account, but there were other options available to Mrs A. That would have included telling Monzo what she knew. However, she decided to transfer money out of her account whilst knowing this money wasn't hers and was potentially fraudulent. I sympathise with Mrs A, but I believe this evidence suggests Mrs A knew what was going on.

The requirements around banks lodging markers at CIFAS include there being sufficient evidence that the customer was aware and involved in what was going on. In this case I think this most likely exists here from reviewing the evidence about Mrs A's Monzo account.

On this basis, I don't believe it would be fair and reasonable to ask Monzo to remove the CIFAS marker.

### **My final decision**

For the reasons given, my final decision is not to uphold Mrs A's complaint against Monzo Bank Ltd.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs A to accept or reject my decision before 30 June 2025.

Sandra Quinn  
**Ombudsman**