

The complaint

Mr S has complained Monavate Ltd won't refund the funds left on his pre-loaded card which they administer.

What happened

In 2016 or thereabouts Mr S took out a pre-loaded card he could use on holidays. He loaded €600 in 2016 prior to going on holiday. He went on holidays in 2016 and then 2017 where he used funds on this card.

In 2018 he loaded a further €290 onto this card. He was then overseas in March 2020. Mr S didn't believe he'd used his card since then.

Mr S understood this facility was no longer operative and asked Monavate to refund the outstanding funds to him. He found it difficult to get any response. In January 2025 Mr S was concerned to find a series of transactions debiting his card and thought his card was being used without his authorisation. He brought his complaint to the ombudsman service as he was having so much difficulty getting a response from Monavate.

Our investigator also obtained limited evidence from Monavate. She initially asked Monavate to refund funds left on Mr S's card since March 2020. Monavate confirmed this was €9.60. She asked Monavate to refund this amount along with £50 for the difficulties Mr S had contacting them and resolving his complaint.

Mr S remained unhappy and felt that €178.65 had been debited from his account on 14 January 2025. He's asked an ombudsman to consider his 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 a slightly different conclusion to our investigator. I'll explain why.

I appreciate Mr S's feeling that Monavate is trying to cheat him out of the balance on his pre-loaded card. I don't think this is the case. The difficulty Monavate has is that they inherited a portfolio of cards which stopped operating. They are unable to access any systems and are finding it difficult to verify customers and ensure they get their refunds. Mr S knows that he's been unable to use his card app or find any historical information.

Mr S has been able to show us evidence of two major loadings on the card. I've also noted the holidays he took in 2016, 2017 and 2020. I'm aware Mr S originally told us he believed there was as much as €500 left on the card but I think this is unlikely. I'd have thought he'd have taken steps much earlier to recoup funds particularly if, as it seems, he'd not been on holidays since in places where the euro is the currency.

Monavate has shown us evidence that the balance on Mr S's account is €9.60. They've also

been able to confirm to my satisfaction that no transactions could have taken place since October 2024 as none of the systems are operational.

I've reviewed the evidence Mr S provided to show the debits being made to his account on 14 January 2025. I don't dispute the screenshots he's shared, or the timing of these. However, I don't believe these reflect what was happening. If the card-related systems hadn't been working since October, I'm not sure how debits would be being made in January 2025.

That said, I can't explain exactly what was going on. Mr S has posited a computer glitch and has suggested this should be in his favour. But I don't agree. I know he's provided us with evidence of loading to the card in 2016 and 2018 but understandably hasn't kept notifications of all his card debits when he was using his euros abroad.

Putting things right

Taking all the evidence into account, I'm going to be asking Monavate to provide £100 compensation to Mr S for the trouble caused. I think this is a fair balance to reflect what has happened.

Monavate will also need to ensure Mr S is refunded €9.60 which is the outstanding balance on his account.

Although this outcome is slightly different from both views our investigator provided, I don't believe this merits a provisional decision as this outcome is in the same ballpark as previous outcomes.

My final decision

For the reasons given, my final decision is to instruct Monavate Ltd to:

- Refund €9.60 to Mr S; and
- Pay £100 to Mr S for the trouble caused.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 21 November 2025.

Sandra Quinn
Ombudsman