

## **The complaint**

M, a limited company, complains that Monzo Bank Ltd rejected their account application. They believe they have been discriminated against.

M is represented by Miss H, a director.

## **What happened**

In October 2024 Miss H applied for an account for M with Monzo, however the application was declined. She tried again two more times. But each time Monzo declined to open an account, without giving any detailed reasons.

Frustrated by this Miss H complained to Monzo on behalf of M. But Monzo just responded to say that they assess applications based on the information given to them, and in they had decided not to offer M an account. They did not offer any further explanation.

Not satisfied with this answer Miss H referred M's complaint to our service. She said she thought Metro had miscategorised her business as falling under their list of "unsupported industries". She also felt Monzo had discriminated against her based on her sex.

One of our investigators looked into what happened but didn't think Monzo had done anything wrong. She was satisfied that Monzo were entitled to decline M's application, and that they did not need to provide a detailed explanation of why this was.

Miss H disagreed, and as such the complaint has been passed to me to decide.

## **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.

Miss H has provided several points for me to consider about Monzo's decision to decline M's application – particularly around the nature of the work she does, and how she feels this has been categorised by the bank.

I have taken on board and thought about her points carefully, but I'm not going to respond to each point individually. What I will concentrate on is what I consider to be the key points, that lead me to a fair and reasonable outcome.

Miss H has said specifically that she feels she's been discriminated against by Monzo. The key piece of legislation that deals with discrimination in the UK is the Equalities Act 2010 – but I think it's important to point out that the act itself says that only a court can decide whether or not the act has been breached. Our service is an informal alternative to the court system, so this won't be a finding I can make for her. But I've considered the broader principles in deciding what's fair and reasonable.

Monzo, like all financial businesses in the UK, have a broad commercial discretion in which commercial enterprises they provide accounts to and on what terms. There's no obligation on them to provide accounts to all businesses who apply for one. And generally, they are free to decide what their criteria to accept an account application are. It would be exceptionally rare for our service to compel a financial business to open an account when they've already declined to do so.

Here Monzo have declined to share in detail why they've not opened an account for M, and there is no specific obligation on them to do so. While I've no doubt that Miss H would like to know more, I don't see that it would be reasonable for me to direct them to provide her with further information.

But they have provided further information on this decision to our service. The rules of our service allow me to treat certain evidence as confidential – specifically DISP 3.5.9R(2) – for example if it contains information about third parties, or that is commercially sensitive. Here, I'm persuaded that it's appropriate for me to treat this information as confidential. So, I'm sorry to Miss H that I won't be detailing it in full.

But having considered Monzo's reasons, I'm satisfied that they made a legitimate commercial decision to decline to open an account for M. I've seen nothing to suggest this was based on any errors or misinterpretations of the application M provided. I see that they gave due consideration to the application before declining it based on their own internal policies. I've also seen nothing to suggest that Miss H's personal characteristics played a part in the decision.

I'm satisfied that this decision was in line with Monzo's own commercial policies and was a reasonable decision they were entitled to make.

### **My final decision**

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask M to accept or reject my decision before 10 November 2025.

Thom Bennett  
**Ombudsman**