

The complaint

Mr S complains that Monzo Bank Ltd (Monzo) have failed him in multiple ways. He says these failures have caused him significant distress and inconvenience and he would like a large amount of compensation to be paid to him.

Since the complaint has been with us, Monzo has agreed to pay £200 compensation to Mr S. Mr S doesn't think this reflects the distress and inconvenience caused.

The details of this complaint are well known to both parties, so I won't repeat everything again here. Mr S has also provided significant amounts of information. So, I want to make clear that, whilst I have reviewed all the information on the file, I do not intend to comment on every document provided. Instead, my decision will focus on the main issues.

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.

Fraud concerns

Mr S raised concerns about transactions he didn't recognise in May and June 2024, after losing his debit card.

I'm satisfied that Monzo's specialist team reached out to Mr S soon after being notified to request further information about the transactions. Because Mr S did not respond to the specialist team, they weren't able to investigate further. I think this was reasonable, because without the further information Monzo couldn't complete their investigation or satisfy themselves whether the transactions were fraudulent or not.

Mr S has also complained that when he raised a fraud report in September 2024, Monzo gave him incorrect information about timeframes.

Monzo has accepted it took longer to try and resolve Mr S' fraud concerns than the 24 hour timeframe it usually gives. But it has explained that this was because the answers Mr S provided, did not always fully answer the question. As such, they needed more information

Mr S has since explained that he doesn't want to continue with the fraud investigation. Nevertheless, I'm satisfied that Monzo have provided an explanation as to why it took them longer and the reasons why they didn't meet their usual timeframes.

Chargebacks

When making a chargeback, banks or businesses often require information to decide whether to go ahead with the chargeback or not.

I can see Mr S contacted Monzo about possible chargebacks. Monzo requested further

information from Mr S, but because he didn't respond they couldn't decide what next steps they needed to take. I don't find that Monzo has made an error here, and I find it reasonable that they didn't pursue the chargebacks.

Debit card blocked

Mr S had some trouble trying to use his debit card when paying for shopping in June 2024. Monzo explained they blocked the card in error, because Mr S had previously said he lost his card.

There's some conflicting information about why the transaction wouldn't go through when Mr S tried to pay for his shopping. But Monzo have accepted they did something wrong, apologised and offered some compensation. I think this was the reasonable thing to do.

I will refer to the amount of compensation at the end of my decision, to explain what I consider to be the fair amount.

Issues paying Dartford Crossing fees in May 2024

Mr S attempted to pay the Dartford Crossing charge twice in May. The first time it was declined, the second time Monzo's record show Mr S didn't complete authentication.

However, having looked at the information available, it looks as though Mr S had frozen his card using the online app. He then unfroze it later in May. This is the reason Mr S could not use the card as intended.

Because Mr S put the freeze on himself, I cannot agree that Monzo did anything wrong by not allowing the payments to go through. I understand Mr S has had to pay increased charges because he didn't pay for the crossing. But, because I don't think Monzo did anything wrong here, it wouldn't be fair for me to say they should refund these to Mr S.

Data Access Requests

Mr S was concerned that Monzo was adjusting or deleting chat history records, so he made a Data subject access request (DSAR) in September 2024.

Monzo explained that they needed him to complete their identity verification requirements and then they could respond to his DSAR. They also explained that they are unable to delete historic data, and because Mr S' bank account was still in use, they have a legitimate business need to hold accurate records, including chat history.

It seems reasonable that Monzo is asking for Mr S to complete ID checks and until that is done, they cannot provide him with information he is requesting. I find it likely, from what Monzo has said, that Mr S will receive the full chat history records as part of his DSAR. But if he doesn't then this is something he can raise after.

I'm aware Mr S has said that on his device, he cannot see the full chat history and he has provided screenshots. Monzo has since confirmed that if Mr S scrolls up on the chat history, it should load, but it can take some time depending on how long ago the chat took place. This might be something Mr S wants to try. But if not, the next reasonable step is for Mr S to complete the ID verification checks.

Other customer service

There does appear to have been some miscommunication from Monzo about complaint

references and the incorrect ones being used. I understand from what Mr S said that this caused confusion and inconvenience – which I can understand.

I have taken this into consideration when thinking about the compensation Monzo should pay to Mr S.

Discrimination

Mr S says that Monzo have discriminated against him and not treated him in line with the Equality Act.

Having reviewed the correspondence between both parties, I have not seen any evidence of discrimination from Monzo. I also do not think Monzo have acted, or done anything deliberately to Mr S' account, to cause intentional harm or distress.

I note Monzo has offered further support to Mr S and explained that if he'd like to speak with their specialist team, they can look at ways in which they can support him. This seems fair and reasonable in the circumstances.

Compensation

Mr S has shared information, including a doctor's certificate, providing details of his ill health. Mr S says Monzo has caused him to be unwell and caused significant stress and worry.

Whilst I don't doubt that Mr S has encountered some problems in the last year while using his Monzo account, I do not think this has solely been down to Monzo. But I do recognise that any errors caused by Monzo will have impacted Mr S more significantly given the ill-health he was experiencing at the time. In particular when Mr S' debit card was incorrectly cancelled and he couldn't purchase his shopping.

I've thought about the impact this had on Mr S, along with the other customer service issues when he was told incorrect complaint references, and I think £200 is fair compensation in all the circumstances.

I understand Mr S would like significantly more than this. But whilst I don't doubt it caused him some stress and worry, the amount of money he would like, far exceeds the amount of compensation we'd typically pay for these types of customer service issues.

Putting things right

Monzo Bank Ltd should pay Mr S £200 compensation for the trouble and upset caused.

My final decision

I uphold this complaint, Monzo Bank Ltd should do as set out above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 5 September 2025.

Rachel Killian
Ombudsman