

**The complaint**

Miss R is complaining that Monzo Bank Ltd didn't do enough to prevent her from making payments to a scam.

**What happened**

The circumstances of the complaint are known to both parties so I'll only summarise them briefly here.

In late 2024 Miss R fell victim to a job scam after receiving a message about a job opportunity.

She made the following payments to a cryptocurrency exchange from her account with Monzo, before sending the cryptocurrency on to the scam. The payments were made by debit card.

<b>Payment date</b>	<b>Payment amount</b>
9 November 2024	£79.80
10 November 2024	£74.88
12 November 2024	£89.31
13 November 2024	£1,588.88
15 November 2024	£25.17

Miss R complained to Monzo about what had happened, and when it didn't agree to refund her payments she complained to the Financial Ombudsman Service.

Our Investigator didn't think Miss R's complaint should be upheld, because she didn't think Monzo ought to have intervened to warn Miss R about making the payments. Miss R didn't agree, so her complaint has been passed to me for review and a decision.

**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.

I'm sorry to disappoint Miss R but having done so, I'm not upholding her complaint. I'll explain why.

It's not in dispute that Miss R authorised the payments, and Monzo does have a duty to act on her instructions. But in some circumstances, Monzo should take a closer look at the circumstances of a payment – for example, if it ought to be alert to a fraud risk, because the transaction is unusual or looks out of character or suspicious. And if so, it should intervene, for example, by contacting the customer directly, before releasing the payment. I'd expect any intervention to be proportionate to the circumstances of the payment.

But I've also kept in mind that Monzo processes high volumes of transactions each day. There is a balance for it to find between allowing customers to be able to use their account and questioning transactions to confirm they're legitimate.

Whilst I appreciate the total amount lost to the scam represents a lot of money to Miss R, I don't think the individual value of any of the transactions should have caused Monzo concern that she was at a heightened risk of financial harm. Miss R did make five payments to the scam over seven days, but they didn't escalate rapidly in value or frequency in a pattern that could be a warning sign that a scam might be taking place.

I recognise that the payments were made to a cryptocurrency exchange, and Monzo is aware that scams involving cryptocurrency are increasingly prevalent. But this doesn't mean payments to cryptocurrency should automatically be treated as suspicious – especially when there are no other concerning factors, as is the case here. People can and do invest in cryptocurrency legitimately.

Overall, I don't think it was unreasonable for Monzo not to view the payments as suspicious such that it should have carried out any additional checks or given an additional warning before processing the payments. So, I've not found that Monzo ought to have done any more to prevent Miss R from sending funds to the scam.

Debit card payments can be disputed through a process called chargeback, which can be attempted if something has gone wrong with a payment subject to the relevant card scheme's rules. Monzo didn't submit chargeback claims for Miss R's payments. But I don't think this was unreasonable because there were no grounds to do so under the rules, so there was little prospect of them succeeding. This is because Miss R made the payments to buy cryptocurrency, which was provided to her.

I know this outcome will be disappointing for Miss R and I'm sorry for that. But for the reasons I've explained, I don't think Monzo should have done more to prevent her loss. So, it wouldn't be reasonable for me to ask it to refund the payments she made.

### **My final decision**

My final decision is that I'm not upholding Miss R's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss R to accept or reject my decision before 27 October 2025.

Helen Sutcliffe  
**Ombudsman**