

The complaint

Mr W complains that Monzo Bank Ltd closed his accounts.

What happened

Mr W had a current account and a flex account with Monzo. In March 2025, Monzo told Mr W that it had decided to close his current account. The account closed in May 2025. But Mr W says this meant he wasn't able to repay the debt he owed on the flex account. Unhappy about this Mr W complained to Monzo and referred the complaint to us.

Monzo says it closed Mr W's account in line with the applicable terms and conditions. It has also agreed to write off the debt that Mr W owed on the flex account.

Our investigator looked at this and thought this was a fair resolution to the complaint. Mr W doesn't agree. The complaint has been referred 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.

The terms and conditions that applied to Mr W's accounts say Monzo can close the account by giving two months' notice.

Monzo has shared information with us about why it closed the account. Our rules allow me to accept information in confidence – and I'm satisfied this information is sensitive and cannot be shared with Mr W.

Based on what I've seen, I'm satisfied Monzo was acting in line with the terms and conditions when it decided to close Mr W's accounts and that this was fair.

I appreciate Mr W wants to know more, but where Monzo closes accounts in these circumstances it doesn't need to give reasons, and nor would it be appropriate for me to share more with Mr W than Monzo already has.

I've considered Mr W's further comments. Mr W says he suffers from mental illness and has learning difficulties, and that Monzo failed to support him or take this into account when it made this decision. I have every sympathy for Mr W and don't doubt that he's had a difficult time. I'm still satisfied, however, that Monzo were entitled to close Mr W's account. Moreover, I note that as part of resolving this complaint Monzo has written off the balance on the flex account. This was £2,197.09. This means Mr W has had the benefit these funds but will never need to repay them. So even if I accept that Monzo could have done things differently, this is significantly more than I'd have awarded in compensation based on just what Mr W says happened. I'm not going to tell Monzo to do more.

My final decision

I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr W to accept or reject my decision before 8 January 2026.

Rebecca Hardman
Ombudsman