

The complaint

Mr B and Mr K have complained that Monzo Bank Ltd closed their joint account without telling them why.

What happened

On 7 March 2025, Monzo told Mr B and Mr K it would be closing their account, which it then did on 8 May 2025. It said it was entitled to do so, and had given notice in line with the terms and conditions.

Our investigator thought this was fair, and didn't think Monzo needed to give a reason, provided it acted within the account's terms and conditions. As Mr B and Mr K disagreed, the complaint's now been passed to me.

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'm not upholding it. Although I can understand Mr B and Mr K's frustration, Monzo is entitled to close accounts, just as indeed a customer may choose to do so. Here, it gave the two months' notice required by the terms and conditions. I think this was fair, and gave Mr B and Mr K adequate time to make alternative arrangements. So, I'm satisfied it didn't behave unfairly, and I'm not requiring it to do anything further.

My final decision

For the reasons given above, it's my final decision not to uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B and Mr K to accept or reject my decision before 13 October 2025.

Elsbeth Wood
Ombudsman