

## **The complaint**

Mr S complains that Monzo Bank Ltd closed his bank account without notice.

## **What happened**

Mr S had an account with Monzo. In May 2025, Monzo decided to close Mr S's account. Mr S says this cut off his access to money at a time when he was especially vulnerable. He complained to Monzo and referred the complaint to us.

Our investigator looked at this and didn't think the complaint should be upheld.

Mr S 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.

Like all financial businesses, Monzo is subject to legal and regulatory requirements which means it may need to carry out a review of an account at any time. The terms and conditions that applied to Mr S's account allow Monzo to close an account at any time by giving 2 months' notice, and in some cases allow Monzo to close the account immediately.

Here, Monzo emailed Mr S on 14 May 2025 saying it had blocked his account and that he'll no longer be able to use it. The closure was immediate. Monzo says it cannot share the reasons it did this with Mr S.

Monzo has, however, shared information with us in confidence about why it closed the account. Our rules allow us to accept information in confidence, and I'm satisfied this information is sensitive and cannot be shared with Mr S. Based on what I've seen, I'm satisfied Monzo acted in line with its legal and regulatory requirements, and the relevant terms and conditions, when it closed this account. I'm satisfied Monzo met the conditions to close the account immediately, and that this was fair.

I appreciate Mr S 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 tell Monzo to share its reasons with Mr S, much as he wants to know.

I've considered what Mr S has said about his circumstances at the time, including his vulnerability. I have every sympathy for Mr S and don't doubt this happened at a very inconvenient time. However, for the reasons I've already explained I'm satisfied that the closure was in line with the terms and conditions and Monzo's regulatory obligations. As I haven't found Monzo was wrong to close Mr S's account as it did, this isn't something I can compensate Mr S for. And while I acknowledge what Mr S has said about Monzo's other legal and regulatory obligations – including the FCA's rules on consumer duty, treating customers fairly and vulnerability – this doesn't change my conclusion.

Finally, Mr S says Monzo has subsequently registered a default in connection with his overdraft and a separate Flex credit card balance. In this decision, I'm just looking at Monzo's decision to close the account. The default happened subsequently. Mr S will need to contact Monzo about this separately.

### **My final decision**

I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 16 January 2026.

Rebecca Hardman  
**Ombudsman**