

## **The complaint**

Miss M has complained Monzo Bank Ltd lodged a fraud-related marker on the industry fraud database, CIFAS, in her name.

## **What happened**

In May 2025 Monzo received a fraud report from another bank about a payment made into Miss M's Monzo account. This payment was for £200. Monzo asked Miss M to show she was entitled to these funds. Miss M confirmed she'd been sent £200 as a birthday gift. After consideration, Monzo believed they had sufficient evidence to lodge a CIFAS marker and closed Miss M's account.

Miss M asked Monzo to remove the marker. Monzo confirmed they had closed her account in line with the terms and conditions and provided her with a final response.

Miss M brought her complaint to the ombudsman. Monzo, in their evidence, confirmed they were offering Miss M £25 as they'd not formally responded to her complaint about the CIFAS marker.

Our investigator noted the evidence Miss M had shared with our service which seemed to include a mini-statement from the person's account who'd sent £200 to Miss M along with their written testimony. He was unconvinced that this was actually from the person whose account this was. He felt overall Monzo had enough evidence to lodge a CIFAS marker.

Still unhappy, Miss M has asked an ombudsman to consider her complaint.

## **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've reached the same outcome as our investigator. I'll explain why.

It is clear what the requirements are prior to lodging a marker. Specifically:

*"There must be reasonable grounds to believe that an identified fraud or financial crime has been committed or attempted.*

*The evidence must be clear, relevant and rigorous."*

Monzo must be able to provide clear evidence that an identified fraud was being committed, and Miss M was involved. This means that they must have more than a suspicion or a concern that Miss M may be involved.

There's also a requirement that Monzo should be giving the account holder an opportunity to explain what was going on.

I've seen the evidence provided by Monzo. This confirms they received a notification from

another bank that an unauthorised payment had been made from their customer's account following a compromise of their online banking service. A payment of £200 credited Miss M's account on 1 May 2025. They could also see that this money was immediately sent elsewhere to another account in Miss M's name.

Miss M told our service, and Monzo, that she'd been sent £200 as a birthday gift, with her birthday being three weeks after this. She provided us with their contact details. These were clearly not those of the individual who sent this money. It seems to me that this correspondence was all from the person who may have been able to compromise the genuine account-holder's account. I'd have expected Miss M to notice this disparity.

Our investigator was unsure whether the account statement was genuine, but I believe it's likely it is. It was probably obtained from an in-branch machine as it looks truncated compared to that bank's statements. However, I still don't believe this was provided to Miss M by the genuine accountholder.

I also struggle with the idea that someone Miss M clearly didn't know well was sending her £200 as a birthday gift.

Miss M has been upset that Monzo accused her of regular payment fraud when what's in dispute is just one payment. There only needs to be one payment in dispute. That's sufficient for Monzo to decide to lodge a CIFAS marker against someone.

Having reviewed Monzo's evidence of Miss M's account use, I'm satisfied Monzo had enough to lodge the CIFAS marker.

On this basis, I don't believe it would be fair and reasonable to ask Monzo to remove the CIFAS marker.

Monzo has offered £25 in compensation for not responding specifically to Miss M's complaint about the CIFAS marker. This remains on the table for her to accept.

### **My final decision**

For the reasons given, my final decision is not to uphold Miss M's complaint against Monzo Bank Ltd.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss M to accept or reject my decision before 19 November 2025.

Sandra Quinn  
**Ombudsman**