

The complaint

Mr F has complained that Monzo Bank Ltd won't refund him for a transaction of £290 which he didn't authorise.

What happened

In June Mr F disputed three card transactions made to a third party (who I'll call B) which he said he'd not made to his bank, Monzo. The first set of two transactions for £30 and £280 were refunded by Monzo although subsequently they could see these had been properly authorised.

Monzo wouldn't refund the other transaction for £290 as they had sufficient evidence to demonstrate that Mr F had made this transaction.

Unhappy with this outcome, Mr F brought his complaint to the ombudsman service.

Our investigator felt that Monzo did have enough evidence to show Mr F had made these transactions.

Mr F continued to be unhappy with this response. He's asked an ombudsman to consider his complaint. He's also raised his concern about Monzo deciding to close his account with immediate effect.

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 conclusion to our investigator. I'll explain why.

Where there is a dispute about what happened, I have based my decision on the balance of probabilities. In other words, on what I consider is most likely to have happened in the light of the evidence.

When considering what is fair and reasonable, I'm required to take into account: relevant law and regulations; regulators' rules, guidance and standards; codes of practice; and, where appropriate, what I consider to have been good industry practice at the relevant time.

The regulations which are relevant to Mr F's complaint are the Payment Services Regulations 2017 (PSRs). These primarily require banks and financial institutions to refund customers if they didn't make or authorise payments themselves.

Having reviewed the evidence, I believe there is enough to show that Mr F authorised these disputed transactions. I say this because:

- The evidence that Monzo has provided to our service shows that these transactions were made using the card that Monzo provided for his use. There are transactions to other merchants around the same time of the disputed transactions which weren't disputed. Mr F hasn't disputed the card remained in his possession.

- Mr F has argued that he couldn't have made these transactions as Monzo had already stopped this card. After reviewing the evidence, I can't see that happened until after Mr F disputed the transactions.
- Mr F has a history of transactions with B. There were transactions both before and after the ones he disputed on 9 June 2025.
- Mr F has also suggested Monzo's evidence shows these were made using a major financial service provider called P, and he doesn't have an account with P. The evidence shows that for those transactions Mr F disputes (and the others he didn't dispute), these were most likely made using P as their payment processor. There'd be no requirement for Mr F to have an account with P.

It's clear that Mr F has had a rocky relationship with Monzo. They have become concerned at the number of transactions Mr F disputes. I believe this is the likely reason that they have decided to stop offering him account facilities. As far as I can tell Mr F hasn't formally complained to Monzo about his account being closed and he'd need to do that before our service could consider this as a complaint.

Despite Mr F's strong protestations, I believe Monzo has enough evidence to show that Mr F authorised the three transactions he disputed. Monzo's automated service refunded Mr F £310 for the first set of disputed transactions. I note they have decided not to ask for this money back. I would say, therefore, that Mr F is in a considerably enhanced financial position because of this decision.

I will not be asking Monzo to do anything further.

My final decision

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

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

Sandra Quinn
Ombudsman