

The complaint

Mr G and Ms A complain that Monzo Bank Ltd ('Monzo') closed their joint account.

What happened

Mr G and Ms A had a joint account with Monzo. In March 2025, Monzo contacted Mr G to confirm it had decided to close Mr G and Ms A's joint account, without providing notice and in line with the account terms and conditions. Monzo confirmed it would also be contacting Ms A to inform her that the account was to be closed.

Mr G got in touch with Monzo because he wanted to know why it had decided to close the account. Monzo explained it didn't have to provide a reason to him and a complaint was logged regarding the matter.

Monzo issued its final response to the complaint in March 2025, stating that it had made a commercial decision to close the account, in accordance with the account terms and couldn't provide any additional details about its decision to Mr G.

Mr G and Ms A referred their complaint to our service. One of our Investigators looked into things and didn't uphold the complaint. In summary, they said:

- In the same way that a customer could choose to change its account provider without providing a reason, Monzo was entitled to decide who it wanted to have as a customer and on what terms
- We'd asked Monzo to provide evidence in order to explain its reason for closing Mr G and Ms A's account
- The evidence Monzo provided was reviewed and based on this, Monzo had acted in line with the account terms when closing the account
- Mr G was a director of a company and Monzo had closed the company's business account, so Monzo had also taken the decision to close the joint account

Mr G and Ms A disagreed. Ms A explained that she didn't have any involvement with her husband's business account but Monzo had decided to close her personal accounts too.

Ms A said she was in the process of moving home and pregnant at the time Monzo closed the account, which made the process of opening a new account distressing. Ms A added that she felt Monzo's actions were disproportionate and had left her in a financially vulnerable position and without access to banking services.

As no agreement could be reached, the matter has been passed 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.

Banks in the UK, like Monzo, are strictly regulated and must take certain actions in order to meet their legal and regulatory obligations. They are also required to carry out ongoing

monitoring of an existing business relationship. That sometimes means Monzo needs to restrict, or in some cases go as far as closing, customers' accounts.

The terms and conditions of the account that Mr G, Ms A and Monzo had to comply with, say that Monzo could close the account by giving them at least two months' notice. And in certain circumstances it can close an account immediately or with less notice.

Monzo has shared information about why it decided to close the account with us. Having looked at the information given to me by Monzo, I'm satisfied it was entitled to close the account in the way it did and acted fairly when doing so.

I would add too that our rules allow us to receive evidence in confidence. We may treat evidence from banks as confidential for a number of reasons – for example, if it contains security information, or commercially sensitive information. Some of the information Monzo has provided is information that I consider should be kept confidential.

It's likely Mr G and Ms A would like a detailed explanation as to why Monzo closed the account. But Monzo is under no obligation to do so.

I have noted Ms A's comments that she has no involvement with Mr G's business and appreciate the closure of the joint account had a significant impact on Mr G and Ms A, particularly due to their personal circumstances at the time. I don't undervalue the accounts being closed in this way caused them distress and inconvenience but having considered everything, I think Monzo have acted reasonably in the circumstances of the complaint - so I won't be directing Monzo to do anything to put things right.

My final decision

For the reasons above, I have decided to not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms A and Mr G to accept or reject my decision before 5 January 2026.

Khadijah Nakhuda
Ombudsman