

## **The complaint**

Mrs S has complained that Monzo Bank Ltd unfairly defaulted her account.

## **What happened**

Mrs S had an account with Monzo, which was overdrawn. She'd been in an arrangement to pay, but when this ended, the account was defaulted. She's explained she wasn't sent a compliant default notice. Further, she submitted an information request, but this wasn't responded to in a timely manner.

One of our investigators looked into what had happened, but didn't think the complaint should be upheld. He thought Monzo had fairly closed and defaulted the account, and that the £30 compensation it paid her for the delay in responding to her was fair.

Mrs S disagreed. She said she was receiving correspondence from Monzo about a number of accounts, so it was confusing. She didn't agree that the email was sufficient notice that the default was to be applied. She also noted that the legislation requires that the notice must include a default information sheet, and Monzo hadn't included one.

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. I know this will be disappointing, but I'll explain why.

Mrs S entered into a 'zero affordability plan' with Monzo in respect of her overdraft, in February 2024. This was for a 12-month period. (She also entered into plans for two other accounts at the same time.)

On 27 January 2025, Monzo emailed Mrs S to say her arrangement would end on 27 February 2025, and she had 60 days to pay off her overdraft. If she didn't, her account would be closed and defaulted. It also texted her, to advise her she'd been sent an email.

On 27 February 2025, it sent a further email (and text message), to say the arrangement had ended and the overdrawn balance needed to be repaid by 28 April 2025, or the account would be closed and defaulted.

I'm satisfied, therefore, that Monzo gave Mrs S sufficient and correct notice of the potential default, and what Mrs S could do to avoid it. I don't think the fact it was in an email makes any meaningful difference, as there's no indication they weren't received. And if Mrs S had any doubt about which account it related to, I'd have reasonably expected her to contact Monzo to check. Although I accept an information sheet may not have been provided – when it should have been – I think this is a technicality. I can't see it would have contained anything that would have changed the situation. Mrs S was aware of what she needed to pay, and by when, to avoid a default – and I think this is what was important. So, I think it

was appropriate for Monzo to then report the account status to the credit reference agencies.

I agree that Monzo should have responded to Mrs S's information request sooner, and I can see it has accepted that. It paid her £30 in recognition of this, which is broadly in line with what I'd have awarded. So, I don't think Monzo needs to do anything more.

### **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 Mrs S to accept or reject my decision before 16 February 2026.

Elspeth Wood  
**Ombudsman**