

## The complaint

Ms F has complained that Monzo Bank Ltd (“Monzo”) failed to check whether she still needed her fee-paying packaged account.

## What happened

Ms F opened a fee-paying account with Monzo in January 2023.

In 2025, Ms F complained to Monzo that she’d made little use of the account. Ms F says that Monzo was at fault for not checking whether she still needed the fee-paying account.

Monzo issued its final response letter on 6 May 2025 and in summary didn’t uphold the complaint because Ms F agreed to the terms of the packaged account – which meant that she had 14 days to change her mind and close the account. Alternatively, if Ms F kept the account past the cooling-off period, Monzo explained that Ms F was tied into having the fee-paid account for a minimum period of 6 months, after which point Ms F could’ve then downgraded to a fee-free account, if she didn’t want the account anymore.

After Ms F referred her complaint to this service, Monzo said it was willing to refund the monthly account fees that Ms F had paid since the last annual eligibility statement was issued in January 2025. Monzo said that Ms F had been charged £60 in total, up until Ms F cancelled her account – so after deducting the £13 refund of fees it’d already made, Monzo offered to pay Ms F £47 as a gesture of goodwill.

As Ms F didn’t accept Monzo’s offer, one of our investigators assessed the complaint, and they ultimately upheld the complaint and said that Monzo should refund the packaged account fees that Ms F has paid from when Ms F took out the packaged account until the first annual eligibility statement was issued in January 2024. But Ms F disagreed with this. As agreement could not be reached on how to settle this complaint, it was referred for an ombudsman’s decision.

I issued a provisional decision on 4 December 2025, explaining why I didn’t uphold the complaint. I have included an extract of my provisional decision below and it forms a part of this complaint.

### ***“What I’ve provisionally 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.*

*We’ve explained our approach to complaints about packaged accounts on our website and I’ve used that to help me decide this complaint. And having considered everything, I’m currently minded to say that the complaint should not be upheld.*

*It may help by saying that while Ms F is understandably focused on Monzo’s obligations under the various rules and regulations that apply to it – my role isn’t just to decide whether Monzo has acted in line with those. My role is to determine what*

*is, in my opinion, fair and reasonable in all the circumstances of a complaint – taking into account relevant law, rules and regulations (amongst other things).*

*Ms F has not disputed agreeing to the account, nor has Ms F said that she was unaware the packaged account she took out in January 2023 incurred a monthly fee. On the contrary, Ms F has said that she saw the monthly fees on her account statements.*

*Therefore, Ms F's complaint is essentially that, Monzo should refund the monthly account fees she agreed to because she says it didn't check if the account was still right for her, during the lifetime of the account. However, looking at everything that has been provided, I can't reasonably say that Monzo acted unfairly or unreasonably here.*

*One of the key issues here is that Ms F says she is neurodivergent and says that Monzo has failed to provide reasonable support for her as a vulnerable consumer. However, prior to her complaint, Monzo wasn't aware of Ms F's circumstances. Ms F has said that she only made Monzo aware of her circumstances and that she may need additional support when she made her complaint. As such, I can't reasonably say that Monzo is at fault for not providing additional support, or adapting the way it communicated with Ms F, when it was not made aware that it may need to do so.*

*One of the ongoing responsibilities that Monzo was required to adhere to, was to provide Ms F with an Annual Eligibility Statements (AESs). The purpose of these is to remind account holders of the insurance benefits they are paying for on their account, and to invite account holders to check that they are still eligible for the insurance benefits and that they still meet their needs.*

*Monzo has provided evidence that it sent Ms F an AES in January 2024 and January 2025. As Ms F took out the packaged account in January 2023, it seems that Monzo has sent Ms F AESs at the correct intervals i.e. annually.*

*Looking at the contents of the AESs, they made it clear that Ms F was paying for worldwide travel insurance and mobile phone insurance. They included key eligibility criteria for those benefits, as well as some of the key exclusions that apply to the respective insurance policies. The AES finished by saying:*

*"If you're no longer eligible for insurance through Monzo Premium, or no longer wish to subscribe, you can cancel by going to Settings in the Monzo Premium tab in your app. There's no fee to pay for cancelling your subscription.*

*You'll continue to receive all the features of Monzo Premium you're eligible for until you cancel. These include interest on your balance and regular pots, viewing your other bank accounts in Monzo, and much more."*

*So based on the above I'm satisfied that Monzo did remind Ms F that she was subscribed for a packaged account and that Monzo had asked Ms F to check if it was still suitable for her circumstances. And if the packaged account was no longer suitable, Monzo made Ms F aware that she could cancel her packaged account - without incurring a fee - if she didn't want it anymore. So I think she was given enough information so that she could make an informed decision about whether the packaged account continued to be worth having.*

*Ms F says that the AES didn't make it clear how much she was being charged in monthly account fees. But Ms F has said that she was aware she was being charged*

*monthly and had seen the account fee on her account balance. So I can't see that the absence of an account fee being stated on the AES would've prevented Ms F from being able to decide whether she still wanted the account.*

*Furthermore, I can see that, in addition to the AESs, Monzo also issued Ms F with an annual statement of fees. For example, Ms F has provided evidence that she was sent an email notification on 20 October 2023, informing her that a statement of fees was available to view in her Monzo app.*

*Ms F says that email does not meet the requirements of an annual statement of fees. But the email was not a statement of fees, it was just a notification saying that one was available to view. Ms F says that the annual statement of fees needed to be issued in a durable medium. And I'm satisfied that storing the statements in the app is a durable medium, because it is a viable way for Ms F to be able to access the statements again, should she need to review them.*

*Looking at the statement of fees document, it clearly showed that Ms F was paying £15 per month for her packaged account. So given everything, I think that Monzo took reasonable steps - since Ms F agreed to the packaged account – to remind Ms F that she was paying a monthly fee; that her account included a package of benefits; and reminded her that she could cancel the packaged account (after the initial six months) free of charge, if she no longer wanted it.*

*Therefore, I can't reasonably say that Monzo has acted unfairly or unreasonably here.*

*Because of this, I don't think Monzo needs to do anything more in relation to this complaint.*

*I note that Monzo, as a gesture of goodwill, did offer to refund some of Ms F's recent packaged account fees. However, as I can't see that Monzo has acted unreasonably or unfairly here, If Ms F wishes to accept Monzo's gesture of goodwill offer, she will need to contact Monzo directly to do so.*

*As a final point, I note that Ms F says that Monzo should pay her compensation because it didn't acknowledge her comments about her being neurodivergent when it responded to her complaint. I can understand that will have been upsetting and frustrating for her - however, I can't see that Ms F was adversely impacted by that, as she made it clear that she would refer her complaint to this service if Monzo didn't settle her complaint to her satisfaction, and she was able to do so. So this isn't, of itself, reason that I can say Monzo should take any further action here."*

After I issued my provisional decision, Monzo didn't respond but Ms F did and provided further reasons why she disagreed with my provisional decision. Due to the lengthy response, I won't reiterate everything that Ms F said here, but I'd like to assure Ms F that I have considered all of the points raised.

### **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 reconsidered this complaint, including all of the points that Ms F raised in her response to my provisional decision, I still don't uphold this complaint.

Ms F says that the documents sent to her didn't provide information about the fees or contained information for Ms F to be able to establish if the account was still worth having. I disagree. The annual statement of fees – which were made available to Ms F through Monzo's app - did make it clear how much Ms F was paying for the account. In the section which explained how much Ms F had been charged, it listed the benefits included with the Monzo Premium plan. So even a cursory glance through the list of benefits would've made Ms F aware of what benefits she was paying for, to assist her in deciding whether she still needed the account or not.

In addition to the Annual statement of fees, Monzo also sent annual eligibility statements as well. These reminded Ms F of the insurance benefits she was paying for and gave her the opportunity to consider whether she still had a need for them or not, and if not, she could contact Monzo to discuss her options further.

So overall, I think Ms F was provided with a reasonable amount of information about the cost and benefits of the account, so that she was able to determine whether her packaged account was worth keeping or not.

Ms F has made comments about how Monzo's communications may not be appropriate for other customers who may have different communication needs. But I have to consider the individual circumstances of this complaint. To do that I have considered, amongst everything else, what Ms F has told us about her circumstances. And as I explained in the provisional decision, as Ms F didn't tell Monzo about her circumstances prior to her complaint, I can't reasonably say it is at fault for not adapting how it communicated with Ms F, given that it wouldn't have known it may have needed to.

Ms F says that Monzo failed to make it clear that the account was poor value. Ms F says that little money was passing through the account. But that, in itself, doesn't necessarily mean that Monzo would've known if she was relying, or intending to rely, on some of the benefits included with the account. And just because Ms F didn't make an insurance claim in the two years she had the packaged account, again this doesn't mean that Monzo would've known that she wasn't relying on the cover it provided.

Ms F says that she is dissatisfied that Monzo didn't directly comment on what she said about being neurodivergent. However, I note that Ms F only said that *after* Monzo had already issued its final response to the complaint. Monzo is now aware of Ms F's circumstances, and I would like to remind Monzo of its responsibility to treat its customers fairly - especially if there are identified vulnerabilities. But in terms of this specific complaint, I can see that Ms F was supported in raising her complaint and despite what Ms F has said about Monzo, I can't see that she was prevented from contacting this service. So overall, I can't see that she has been adversely impacted by this.

Finally, Ms F says that she didn't receive an AES in 2025. But Monzo had provided a copy of the AES email sent to Ms F in 2025.

So having considered everything, including Ms F's response to my provisional decision, I don't think Monzo needs to do anything further in relation to this complaint. Should Ms F wish to accept Monzo's offer, then she should contact Monzo directly.

## **My final decision**

Because of the reasons given above and in my provisional decision, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms F to accept or

reject my decision before 14 January 2026.

Thomas White  
**Ombudsman**