

The complaint

Mr F and Mrs D complain Monzo Bank Ltd unfairly closed their account and caused them inconvenience in relation to a mortgage payment. They are also concerned if their credit rating has been impacted.

What happened

Mr F and Mrs D held a joint current account with Monzo Bank Ltd (Monzo). In January 2025 Monzo decided to close the account with immediate effect and sent both Mr F and Mrs D emails to let them know.

Mr F and Mrs D raised a complaint. They felt they should have received more notice and Monzo ought to have allowed them to make pending payments including a mortgage payment. As a result, Mr F had to make an emergency mortgage payment.

In their final response letter Monzo said they closed the account in line with their regulatory requirements. Unhappy with their response Mr F and Mrs D brought their complaint to our service.

Our investigator issued two views on the complaint and on both occasions they didn't uphold the complaint. In summary, in their last view, they said Monzo had made multiple attempts to contact Mrs D to request information by email and via the Monzo banking application (Monzo app). And, they said as Mrs D didn't provide the information Monzo needed, Monzo had acted in line with their terms and conditions when closing the joint account.

Mr F and Mrs D were unhappy with the outcome and asked for a final decision by an ombudsman. As a result, their complaint has been given to me to decide. In addition to other points, they feel insufficient notice was given to them, and Mr F hadn't been given notice at all. And, they say Monzo ought to have waited until the mortgage payment had cleared.

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.

I've decided not to uphold Mr F and Mrs D's complaint. I'll explain why.

Banks have very important legal and regulatory obligations to meet when providing accounts. Not implementing those obligations carries with it heightened risk of both criminal and civil liability. Broadly speaking they need to monitor accounts and ensure they have sufficient information about their customers. To these ends they will carry out reviews which are either event driven or periodic, which may result in a decision to close an account or entirely offboard a customer where they hold multiple accounts.

As our investigator revealed, Monzo required important information from Mrs D in line with their responsibilities. I find they were acting fairly in requiring this information.

Mr F and Mrs D feel there was minimal contact from Monzo. But I understand why Mr F wasn't contacted directly as the information required didn't regard his personal information and wasn't for him to be informed about by Monzo. While Mrs D and Mr F disagree, I've seen sufficient evidence to demonstrate adequate contact from Monzo to Mrs D over a sufficient period of time via email and in app notifications.

Much of Mr F and Mrs D's concerns regard the lack of notice of the account closure and Monzo not allowing sufficient time for a mortgage payment to clear. But having considered Monzo's basis for why they could no longer provide the joint account, I'm satisfied they reasonably applied the terms which allowed them to close the account immediately. In this regard, I don't find Monzo should have allowed further use of the account to make regular payments, including the mortgage payment. While I recognise the concern and inconvenience caused to Mr F and Mrs D, I don't require Monzo to compensate them or do anything further.

My final decision

My final decision is I've decided not to uphold Mrs D and Mr F's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs D and Mr F to accept or reject my decision before 7 January 2026.

Liam King
Ombudsman