

The complaint

Mr R complained because Monzo Bank Limited debited temporary credits which it had made to his account.

What happened

Between 13 and 15 August 2025, ten payments totalling £97.96 debited Mr R's Monzo account. They all went to Apple, using Apple Pay. On 15 August, Mr R contacted Monzo and said he hadn't made them and they were fraudulent. He said he didn't have Apple Pay on his iPhone, and was on holiday abroad.

Monzo gave Mr R a temporary credit for all ten payments while it investigated. There were then five more payments to Apple.

While Monzo was investigating, Apple refunded Mr R's account with the ten payments he'd originally disputed. Apple also refunded him for the five later payments after Mr R had raised the dispute with Monzo.

Apple's refunds meant that Mr R had been refunded twice for the ten transactions for which Monzo had given him a temporary refund – once by Apple and once by Monzo. So he'd received twice as much in refunds as had been fraudulently debited to his account.

Monzo sent Mr M a message for each of the transactions it had previously refunded. These messages said:

"We can see you've had two refunds for the claim. Since we refunded you, Apple has also refunded you. This means we need to take back the refund we gave you. To give you some time to plan for this, we'll take [amount of each transaction] in 14 days... Please make sure you have enough money in your account to cover this. If you don't, you'll end up overdrawn... Please check the app for details of fees associated with overdrafts on your account. If you're worried about repaying this amount, please let us know and we'll do what we can to help."

Mr R had already spent both sets of refunds and his balance was £0.64. He didn't pay in any more money. So when Monzo re-debited the £97.96 on 8 September, his account went overdrawn by £97.32.

Mr R complained. He said that he didn't know how he could be overdrawn when he didn't use his Monzo account. There were various further chat messages but Mr R didn't agree. Monzo said it would be happy to explore repayment plan options with Mr R so he could clear the unarranged overdraft at a manageable amount each month. It said that if this was something he'd like to explore he should let Monzo know.

Mr R didn't agree. He asked why there were so many transactions. He thought the 8 September debits by Monzo were further payments to Apple, which he believed were fraudulent. He also said he hadn't disputed Apple payments, but payments to a different merchant.

Monzo sent Mr R its final response to his complaint on 16 October. It set out what had happened – that it had given Mr R a temporary refund when he reported the ten disputed Apple payments totalling £97.96 on 15 August. But then Apple had refunded the same transactions on 17, 19 and 22 August. So Mr R had received duplicate refunds, and Monzo had taken back its temporary credits. Monzo also explained that the transactions which Mr R said he'd disputed appeared as Apple payments because they'd been made using Apple Pay.

Mr R had also said he was unhappy with back-and-forth trying to understand what was happening. But Monzo said its team had provided consistent accurate updates. It had also offered a phone call but Mr R had preferred email.

Mr R had also said Monzo's messages accused him of lying, or were bullying in tone. But Monzo said it had looked at this and couldn't see any unprofessional or inappropriate language.

Monzo's final response also said that it understood the situation had left Mr R in unarranged overdraft. So it had asked its Financial Health Team and Wellbeing Team to contact Mr R.

Mr R didn't agree with Monzo's Final Response to his complaint. So he got in touch with this service. He said that fraud payments on his account had put him £97 overdrawn. Monzo had said he'd raised a fraud claim, and it had credited it back – but Monzo had then taken it away again. Mr R said he'd been on holiday abroad when the debits had been made and hadn't been using his Monzo account. He said he couldn't pay back the money at the moment as he was on long term sick after an operation.

Our investigator didn't uphold Mr R's complaint. He said it was clear that Monzo had given Mr R ten refunds totalling £97.96 on 15 August. This matched what Mr R had told Monzo were fraudulent. On 17, 19 and 22 August, Apple had given Mr R 15 refunds on top of what Monzo had given him. The investigator said he'd seen ten messages sent to Mr R telling him that it would debit each of the credits. As Mr R didn't put any money into his account to cover the debits, he was left with an overdraft balance of £97.32. The investigator explained that Mr R's balance was right, and any fees or interest that had been added were owed to Monzo, as Monzo was within its rights to ensure Mr R didn't get double refunds.

Mr R didn't agree.

He said that he hadn't made any refund request either from Monzo or from Apple. He said he was abroad when all this happened. Nor had he paid anything to Apple or requested any refunds. He said this was why it was fraudulent activity on his account.

Our investigator replied that money was paid from Mr R's Monzo account to Apple. Apple had refunded all the fraudulent transactions back to Mr R's account. Monzo had credited and re-debited his account with the same amount of money - so Mr R was at no financial loss. The investigator repeated that the issue with the unarranged overdraft had occurred because Mr R had spent the credits that Monzo and Apple sent to his account. He'd spent them using a combination of card transactions (including some abroad where Mr R was on holiday) and some bank transfers out of his account. This was shown on Mr R's statement. This was why when Monzo took its credit back, it had put Mr R into a negative balance. The investigator said he understood the Mr R was unhappy with the outcome, but Mr R did owe the money to Monzo.

As Mr R didn't agree, his complaint was referred for an ombudsman's decision.

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 understand that it can be difficult to understand a statement, especially when there have been lots of transactions. I've looked carefully at the various credits and debits, and I've found that Monzo was right to take back the credits it had previously given him on a temporary basis. I'll try to help Mr R understand what's happened and why he owed Monzo the money it debited.

There are regulations which govern disputed transactions. The relevant regulations here are the Payment Services Regulations 2017. In general terms, the bank is liable if the customer didn't authorise the payments, and the customer is liable if they did authorise them.

On 15 August, Mr R got in touch with Monzo, and said he hadn't made ten payments to Apple. Monzo gave him a temporary refund for these the same day while it investigated. But Apple later refunded him as well. So he'd had two refunds for the same one set of payments.

It's possible Mr R realised this when Apple started to make the refunds, because on a chat on 17 August, Mr R entered "cancel the fraud." Monzo understood this as meaning that Mr R wanted his card unblocked. It explained it had already ordered a replacement card for Mr R so it couldn't unblock the old one, but said it could temporarily unblock the account if he needed to make an urgent payment.

But Mr R's account had had ten payments to Apple which Monzo had temporarily refunded. It's common that a bank will give a temporary refund on a disputed payment, while it investigates. But when Apple refunded him as well, Monzo had the right to take back the money it had refunded Mr R – so he'd only have one set of credits for the original one set of debits.

This doesn't change because Mr R had since spent the money in his account. It was still owed to Monzo. It wasn't his, because Apple had also refunded him for the money. He wasn't entitled to a double refund, only the one from Apple.

Mr R said he was abroad on holiday when the debits were taken from his account, and hadn't authorised them. But the debits which appear on his transaction for 8 September weren't new purchases but Monzo taking back the credits. I can see it's confusing because they appear on his statement labelled Apple, not something like "Monzo re-debiting credits." But they were corrections, taking back the double credit Mr R had received.

I've checked that Monzo told Mr R that it would take the money back, and gave him time to make sure there was money in his account to cover the debits. Having checked, I can see that all ten were notified to Mr R. As I've set out above, the notices also told him that he'd have to have enough money in the account or he'd go overdrawn. And they gave him notice that they'd take the money in 14 days.

I've also seen that Monzo told Mr R that if he was worried about repaying the money, he should get in touch. Its final response letter also said it was asking its Financial Health Team and Wellbeing Team to contact Mr R. I also haven't seen any Monzo messages which accused Mr R of lying, or were bullying in tone, as Mr R claimed.

So I find that Monzo acted correctly, both in taking back money which Mr R owed Monzo, and in the process it used. So it doesn't have to refund Mr R.

My final decision

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr R to accept or reject my decision before 27 January 2026.

Belinda Knight
Ombudsman