

## **The complaint**

Mr O has complained Monzo Bank Ltd lodged a fraud-related marker on the industry fraud database, CIFAS, in his name.

## **What happened**

Mr O opened an account with Monzo in February 2024. In June 2025 Monzo received a fraud report from another bank about two payments made into Mr O's Monzo account. These payments were for £441. They queried this with Mr O asking him to show he was entitled to this money. Mr O said he sold some clothes to this individual and send copies of messages to support this. Monzo sent Mr O a further message querying what had happened but didn't receive any further response.

On 19 June 2025 Monzo confirmed that they were closing his account. They also lodged a fraud-related marker on the CIFAS database.

Mr O subsequently asked Monzo to remove the marker. Monzo confirmed they didn't feel they'd done anything wrong and refused to remove the marker.

Mr O brought his complaint to the ombudsman service.

Our investigator noted Mr O's evidence that he'd been helping out a friend with his business which is why the funds were paid into his account, but she wasn't convinced by his evidence. She felt that Monzo had enough evidence to lodge a CIFAS marker.

After receiving the view, Mr O has asked an ombudsman to review his complaint.

## **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've reached the same outcome as our investigator. I'll explain why.

It is clear what the requirements are prior to lodging a marker. Specifically:

*“There must be reasonable grounds to believe that an identified fraud or financial crime has been committed or attempted.*

*The evidence must be clear, relevant and rigorous.”*

Monzo must be able to provide clear evidence that an identified fraud was being committed, and Mr O was involved. This means that they must have more than a suspicion or a concern that Mr O may be involved.

There's also a requirement that Monzo should be giving the account holder an opportunity to explain what was going on.

I've seen the evidence provided by Monzo. This confirms they received a notification from another bank that a customer had sent money to Mr O's account after joining a social media group and being encouraged to send funds. Two disputed credits had been made on 4 June into Mr O's account for £253 and £188.

Mr O's account statements show this money was very quickly transferred to another bank account in his name. Mr O has confirmed that he then sent this money – although not all of it – to a third party who he'd been helping as they didn't have an account in the UK.

Mr O told our service that although there were some small inconsistencies in his story to Monzo, he was clear that he'd been helping a friend to receive money for clothes that individual was selling from another country. He felt that the worst he was guilty of was allowing some business use of his personal account.

Unfortunately, I'm not convinced by Mr O's evidence. It's clear from the fraud report that the individual who sent money to his account wasn't buying clothes.

The messages Mr O has shared which purport to be from this individual don't match either in terms of name details (even taking into account differing spellings) or potential timings. None of these actually match the payments made into Mr O's account.

I'd also expect to see some correspondence with the friend Mr O was helping but none exists. So there's no evidence to back up Mr O's claim that he then sent money to this friend overseas. What I can see is a transfer of funds pretty quickly after the money hit the Monzo account to another account in Mr O's name. There were then additional payments using a money transfer service.

Even if I were to accept Mr O's story, he admits that some of the funds from the fraudulent payments were retained by him.

Overall, I think the evidence shows Mr O was in receipt of fraudulent funds and importantly knew that this was the case.

In accordance with the rules about lodging a marker, I have no choice but to accept that Monzo acted properly.

On this basis, I don't believe it would be fair and reasonable to ask Monzo to remove the CIFAS marker.

### **My final decision**

For the reasons given, my final decision is not to uphold Mr O's complaint against Monzo Bank Ltd.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr O to accept or reject my decision before 5 February 2026.

Sandra Quinn  
**Ombudsman**