

The complaint

Mr D complains that Monzo Bank Ltd has only partially refunded him the money he lost as the result of a fraud. He thinks Monzo should have done more to protect him and wants all the money he lost refunded.

What happened

Mr D said he was the victim of a cryptocurrency scam. He explained that he joined a chat group and initially monitored the investment without putting money in. He said he carried out research before investing and put in small amounts to start with before increasing his investment. His investment showed a profit and when he felt he had earned enough he tried to withdraw his money, but this wasn't happening and when he tried to seek support, he didn't get proper replies. Mr D said he then searched on line and found he had been the victim of a scam. He tried again to withdraw his money but couldn't and he raised a complaint with Monzo.

Monzo said that Mr D raised his fraud claim on 29 October 2025, stating he had lost £5,000. It initially rejected Mr D's claim but then on review made a partial refund to Mr D of £3,000. It also paid Mr D £50 compensation as an apology for the incorrect outcome of the initial review.

Mr D said that Monzo's settlement wasn't enough and he wanted the rest of the money he had lost refunded. He explained he was very young at the time and so he thought further checks should have been carried out to ensure he knew what he was doing.

Mr D referred his complaint to this service.

Our investigator noted the transactions that were part of this complaint.

Payment	Date	Payment type	Payee	Amount
1	16 October 2025	Faster payment	Cryptocurrency account	£1,000
2	16 October 2025	Faster payment	Cryptocurrency account	£1,000
3	20 October 2025	Faster payment	Cryptocurrency account	£2,000
4	24 October 2025	Faster payment	Cryptocurrency account	£1,000

Our investigator recognised that Mr D had lost money due to fraud, but he thought Monzo's offer to refund payments three and four, totalling £3,000, was fair and reasonable.

Mr D didn't agree with our investigator's view. He said that Monzo had accepted that it missed an opportunity to stop the payments and so he thought it right that he be refunded all of his losses. He said that while the individual payments may not have been large, he paid

£5,000 in five days to cryptocurrency platforms, which given he was only 18 at the time with no prior investment experience, should have alerted Monzo to him being at risk of foreseeable harm. He said his age made him vulnerable due to his inexperience in financial matters.

Following further discussion between Mr D and our investigator, a resolution wasn't agreed and so this complaint has been passed to me, an ombudsman, to issue a 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 am sorry to hear of the experience Mr D has had, and I accept that he has lost money due to an investment scam. But for me to uphold this complaint I would need to be satisfied that Monzo should have taken further action regarding the payments or that the redress it has offered isn't sufficient. When considering a complaint, I take all relevant rules, regulations and guidance into account, but my decision is based on what I consider fair and reasonable given the evidence I have seen, and the wider circumstances at the time.

This complaint is about four payments Mr D made from his Monzo account to a cryptocurrency account in his name. The payments totalled £5,000 and were made within nine days. Monzo has agreed to refund 100% of payments three and four and so I have focussed on whether it is required to do any more in regard to the first two payments.

Mr D made two payments, each for £1,000, on 16 October 2025. While I note Mr D's comment about his age and experience in financial matters, I do not think his age alone meant that the payments should have been stopped but instead I have considered whether there are other additional reasons why the payments should have raised concerns.

Having looked through Mr D's account statements for the months leading up to the payments made on 16 October 2025, I can see that he used his account for general spending. While I appreciate that his general payments were for lower amounts, I do not think that an individual payment of £1,000 or the combined payments on that day totalling £2,000 were of a size that was sufficient to suggest Mr D was at a heightened risk of fraud, such that Monzo was required to intervene in the payments. The payments were to a cryptocurrency account which is accepted to be high risk, but given the total payments made, I do not think I can say that Monzo was wrong not to take action at this point.

Mr D continued to make payments to his cryptocurrency account, and I think given these increased in size and noting the pattern that was emerging, Monzo has acted fairly by agreeing to refund payments three and four. I further note that Monzo has provided a 100% refund for these losses, even though it could be said that Mr D could have done more to protect his money.

So, based on the above, I do not think that the initial two payments were of a size, or showed a pattern, that meant they should have been flagged by Monzo's fraud systems, or that Monzo was required to intervene at this stage. So, I do not require it to take any action in regard to these two payments. As the other payments have been refunded to Mr D - and £50 has been paid by way of apology for the outcome of the initial complaint – I find that Monzo has taken reasonable actions to resolve this complaint.

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 D to accept or reject my decision before 24 February 2026.

Jane Archer
Ombudsman