

The complaint

Mr B has complained about the handling of a mobile phone insurance claim he made on a mobile phone insurance policy included with his Monzo Bank Ltd (“Monzo”) packaged account.

What happened

Mr B made a claim for damage to a mobile phone under his packaged account mobile phone insurance policy. However, Mr B was unhappy with how the insurer (and its agents) handled his claim.

Mr B complained to Monzo. Monzo issued its final response to the complaint on 17 December 2025 and explained that the mobile phone insurer is responsible for how the claim was handled. Monzo forwarded on Mr B’s complaint to the insurer to look into matters further.

After Mr B referred his complaint to this service, one of our investigators assessed the complaint, and they didn’t uphold the complaint. In summary, they concluded that what Mr B has complained about is the responsibility of the insurer, rather than Monzo.

As Mr B didn’t accept the investigators assessment, the matter 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.

We’ve explained our approach to complaints about packaged accounts on our website, and I’ve used that to help me decide this complaint. Having considered everything, I don’t uphold this complaint. I will explain why.

Mr B says that, as he pays the monthly packaged account fee to Monzo, then Monzo should be held responsible for the actions of the insurer. He says this is the case because his contract of insurance is with Monzo and not the insurer.

The contract to provide the Max packaged account is indeed with Monzo. But when it comes to the mobile phone insurance included with the account, Mr B’s contract is with the insurer. Monzo (in providing the insurance through its Max account) is acting in the capacity as an insurance intermediary.

This is reflected in the Max account mobile phone insurance terms and conditions which say:

“This policy constitutes an agreement between you and the insurer, [name of insurer]. The insurer has appointed [name of third-party claims handler] to administer

the policy. References to 'we/us/our' relates to [name of insurer] and [name of third-party claims handler]"

As an intermediary, of course Monzo does have some responsibilities regarding the mobile phone insurance provided through its packaged account. For example, it was required, when selling the packaged account to Mr B, to provide him with clear, fair and not misleading information about the insurance, so that he could make an informed decision about whether it met his needs or not. Monzo is also required to give account holders reasonable notice when changes are being made to the Max account. And it is required to send annual eligibility statements to Mr B each year as well. But Mr B has not said anything to suggest that Monzo failed to do any of these things.

Mr B has complained about how his claim was handled and the customer service he received following his claim being made. Handling claims and providing a reasonable level of customer service in response to such claims, is the responsibility of the insurer. This is reflected in the fact that the mobile phone insurance policy has its own complaints process, which is separate to Monzo's own complaint process.

Therefore, I'm satisfied that what Monzo and the investigator have said is reasonable - that if Mr B remains unhappy with the how the insurer handled his claim, or the service he received from the insurer, these are matters for the insurer to address.

As such, in the circumstances I can't reasonably hold Monzo responsible if Mr B is unhappy with the service he received from the insurer. Mr B says that Monzo could've provided better support. But given that the insurer is responsible for handling claims and any complaints about the claims process, I think it was reasonable that Monzo directed Mr B's concerns back to the insurer to address.

I note that Mr B may be unhappy with Monzo's choice of insurer. However, it is beyond the remit of this service to dictate to financial businesses how they should operate or whose products they choose to provide. As such, whilst I fully appreciate Mr B's dissatisfaction with the outcome of his complaint – and especially the customer service he received about this matter - I can't say that is something that Monzo is responsible for.

My final decision

Because of the reasons given above, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 11 March 2026.

Thomas White
Ombudsman