

The complaint

Mr Y complains that Monzo Bank Ltd won't reimburse him the money he lost to a scam.

Mr Y brings his complaint to us with the assistance of a professional representative. For ease I'll refer to their submissions as being from Mr Y.

What happened

In mid-2025 Mr Y says he was approached on a social messaging platform by a person offering an investment opportunity. Mr Y understood this person was an expert trader and advised Mr Y to open his own trading account, so he could copy the expert's trades. Mr Y says he used his Monzo debit card to send money to the trading account. Initially he made successful trades but then lost all his money – an amount of around £13,850. At this point, Mr Y says he realised he'd been the victim of a scam.

Mr Y complained to Monzo, saying it should have protected him from the scam. Monzo said Mr Y had authorised the payments. It had intervened and given Mr Y scam warnings but he had decided to proceed, so it didn't agree it should reimburse him.

Unhappy with the outcome, Mr Y asked this Service to look into his complaint. Our Investigator didn't uphold it. Ultimately, he didn't think Mr Y had given us enough evidence to show he'd lost money to a scam.

Mr Y asked for an Ombudsman's review. In summary, he said he'd told Monzo names of companies he was dealing with which were on the International Organization of Securities Commissions (IOSCO) and Financial Conduct Authority (FCA) warning lists and were not regulated to provide the financial services described in the UK. On the balance of probabilities, he said he has shown it was more likely than not that he'd been the victim of a scam.

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 considered all the points that Mr Y has made. I won't address all his points in my findings because I'll focus on the reasons why I've made my decision and the key points which I think are relevant to the outcome of this complaint.

I've considered longstanding regulatory expectations and requirements, and what I consider to be good industry practice for firms when processing payments. In line with this, Monzo ought to have been on the look-out for the possibility of fraud and made additional checks before processing payments in some circumstances.

Mr Y says he's been the victim of a scam and Monzo should have intervened more effectively on the payments he's disputing. I've carefully considered the evidence available, but I can't fairly conclude from the evidence that Mr Y has been the victim of a scam in

relation to these payments. So even if I were to find that Monzo had done something wrong, I can't reasonably conclude that this caused Mr Y to suffer a financial loss.

On the evidence available, Mr Y hasn't been able to show that he made the disputed payments as a result of a scam. Mr Y made payments from his Monzo account to a company I'll refer to as N1. He's provided statements of his trading account with a platform I'll refer to as F. I see that F is a trading name for a company I'll refer to as N2, so my references to N2 will include F unless the facts require otherwise.

Mr Y's trading statements from N2 show various amounts credited to his account including bonus credits. They also show he was trading, and I understand the trades largely related to investments in gold. The statements appear to show Mr Y was making profits but that those profits were later lost within the trading account platform.

Mr Y has told us that the scammer introduced him to N2 and received bonuses when Mr Y traded with N2, but without any risk to the scammer. I've taken into account Mr Y's own testimony but I've not seen any persuasive evidence that there was a third party trader or broker involved in the trades Mr Y made. I've not seen evidence of any contact with the scammer, such as chats on the social messaging platform or that the scammer signed Mr Y up to the trading account with N2. I understand Mr Y says the chats were deleted by the scammer. But even so he's not been able to explain how his money was lost to the scammer. The statements of his trading account with N2 don't show how money was passed to the scammer.

While I've considered Mr Y's testimony, I would need more evidence than he's provided to conclude that it's more likely than not, on the balance of probabilities, the payments were made as part of a scam. So I can't require Monzo to compensate him for a loss where I've not seen sufficient evidence that he suffered that loss to the scam (and that the loss resulted from something Monzo did wrong).

My decision doesn't turn on the following points but for completeness, I've considered Mr Y's contention that Monzo should have realised he was sending money to N2 and have warned him that N2 was on the IOSCO warning list. I've looked at his evidence from IOSCO which included warnings about companies calling themselves very similar names to N2 (but without the full limited company name of N2).

Mr Y was sending money to N1, which was a different name from N2. But when Monzo intervened in one of his payments, it asked Mr Y to send it statements of his trading account, which he did. I don't consider the limited company N2 that Mr Y was dealing with is the same as the ones mentioned on the IOSCO warning list. I say this because the evidence he has sent me including his trading account statements, N2's terms and conditions and its 'Reward Program' say that N2 is a limited company regulated in the British Virgin Islands. While I note Mr Y's point that N2 is not regulated to provide financial services in the UK, I can't find any reference to this particular limited company N2 on the IOSCO or FCA warning lists either directly or under the trading name F.

In his submissions, Mr Y has drawn our attention to the fact he'd told Monzo that he'd sent money to a different firm I'll call V when Monzo spoke to him about one of the payments he was trying to make to N1. Mr Y says Monzo should have realised that V was on the FCA's warning list.

I see the point that Mr Y is making. Monzo was calling Mr Y about payments to N1 and not about a past payment to V. But even if it had warned Mr Y about payments to N1 (and N2) and to V this doesn't change my view that he has been unable to show that he's suffered a loss due to a scam on the evidence he's provided.

I am sorry to hear about Mr Y's situation and it's clearly been a difficult time for him. But despite my natural sympathy, I've not seen sufficient evidence that he suffered a loss due to a scam. So I can't fairly uphold his complaint or require Monzo to pay Mr Y any compensation.

My final decision

For the reasons I've explained, my final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr Y to accept or reject my decision before 10 March 2026.

Amanda Maycock
Ombudsman