

The complaint

X complains that Monzo Limited closed his account without giving him notice that it was doing so and without explaining its reasons.

What happened

X held an account with Monzo, which he'd opened in January 2021.

On 27 June 2025 Monzo wrote to X to say that it would be closing the account after two months – that is, on 27 August 2025. X would need to make alternative banking arrangements. The accounts were duly closed at the end of August 2025.

X complained about what had happened. Monzo said it had acted fairly and in line with the account terms.

X referred the matter to this service, where one of our investigators considered what had happened. He thought that Monzo had acted fairly, and so did not recommend that the complaint be upheld. X did not agree with the investigator's assessment and asked that an ombudsman review the case.

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 available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

It is generally for banks to decide whether to provide, or to continue to provide, account services to any particular customer. They can exercise their commercial discretion in such matters and, as long as that discretion is exercised legitimately, this service won't usually intervene. I have considered that issue here and am satisfied that Monzo's decision to close X's account was a legitimate one. Monzo did not have to tell X exactly why it had decided to close the account. It has however told this service – in confidence, as our rules allow- and am satisfied that it exercised its commercial discretion legitimately.

Banks should however give reasonable notice before closing an account. What is reasonable depends on the circumstances, but we generally take the view that two months' notice is reasonable for a personal account. There may however be circumstances where a different notice period is reasonable. That period may be less or more than two months, and in some cases immediate closure may be appropriate. But in this case, I note that Monzo told X that his account would be closed after two months, which was reasonable. There was no reason to give a longer notice period.

My final decision

For these reasons, my final decision is that I do not uphold X's complaint.

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

Mike Ingram
Ombudsman