

The complaint

Miss A complains that Monzo Bank Ltd hasn't reimbursed the money she's lost to a scam.

What happened

Between April and November 2021, Miss A says she made payments totalling around £11,000 from her Monzo account to her own cryptocurrency wallet before forwarding the cryptocurrency she'd purchased to an investment scam.

Miss A raised a fraud claim with Monzo in September 2025, but the bank declined to reimburse her. So, she referred a complaint about Monzo to this Service.

Our investigator considered Miss A's complaint but didn't uphold it. Miss A asked for an ombudsman's final 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 have not seen any persuasive corroborative evidence that Miss A has been the victim of a scam and/or that she has suffered a financial loss as a consequence of fraud. On that basis, I cannot fairly or reasonably direct Monzo to reimburse her.

My final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss A to accept or reject my decision before 21 April 2026.

Kyley Hanson
Ombudsman