

The complaint

Miss D complains about Monzo Bank Limited.

She says that she has been the victim of a scam and would like Monzo to refund her the money she has lost as a result.

What happened

Miss D says that she has been the victim of a scam and has said that some payments made to a pawnbroker are part of this scam. She says that she didn't receive the jewellery that she paid for.

Although this isn't clear, it appears that this may be linked to another complaint that Miss D has brought to this Service, which is being dealt with separately. This decision only relates to the payments made to the pawnbroker, and payments totalling £7,927.36.

Miss D complained to Monzo about what had happened, but it didn't uphold her complaint, so she brought it to this Service.

Our Investigator looked into things but didn't think that her complaint should be upheld. They explained that while Miss D said that the payments were for jewellery that she didn't receive, the payments were made to a genuine business, and the communication between Miss D and the pawnbroker indicated that the payments were made to pay off loans against some items that Miss D had pawned. They went on to explain that there wasn't enough information to suggest that Miss D had 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.

Having done so, I have decided not to uphold this complaint for broadly the same reasons as our Investigator.

I know this will be disappointing news for Miss D, and I am very sorry for the situation she finds herself in. I know that she has been suffering greatly with her mental health, and I can understand that she would want to try and recoup as much of her money as possible. And I don't doubt that she has been taken advantage of in some way.

However, my role here is to decide if the payments made to the pawnbroker are part of a scam, and if Monzo is somehow responsible for refunding her money. And I'm afraid I don't have enough evidence to say that this is the case.

Miss D has claimed that the funds paid to the pawnbroker were for jewellery that she hasn't received – it is unclear if she means that she purchased jewellery from the pawnbroker, or that she pledged items with the pawnbroker and hasn't been able to repay the loan and has therefore lost her items. However, from the information I have considered, I believe it to be

the latter. It is also possible that the money she would have received from the pawnbroker for the pledge has been passed on to someone else who was taking advantage of her. But this doesn't mean that the payments themselves are scam payments.

The pawnbroker in question is a legitimate business, which has been established for a long time with over 280 stores nationwide. It is also authorised by the Financial Conduct Authority (FCA) to provide regulated pawnbroking and secured lending services and sells pre-owned items in store and online.

Miss D hasn't been able to substantiate how the scam took place, or what exactly the scam was, but from the information provided, it appears that the pawnbrokers loan department was in communication with her about existing pledged items. So, while I accept that Miss D may have been coerced into pawning her items to fund some kind of scam, I cannot agree that the payments in question here are scam payments – or that Monzo needs to repay them.

Our Investigator has said that although Monzo did not try and raise a chargeback claim, it would not have been successful due to the time that has passed since the payments have been made – however, I don't think that a chargeback would ever have been successful even if it had been made in time, as the payments appear to have been made to pay off pledged items.

I am very sorry for the situation Miss D finds herself in, and I know that it is likely that she has been taken advantage of in some way – but I am unable to say that a scam has taken place, or that Monzo needs to refund her these payments.

My final decision

I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss D to accept or reject my decision before 8 May 2026.

Claire Pugh
Ombudsman