

The complaint

Mr M says Monzo Bank Ltd (“Monzo”) refuses to refund him for transactions on his account he says he didn’t make.

What happened

Mr M says on the morning of 5 August 2023 he woke up to see unauthorised transactions on his account, so he contacted Monzo to block his account. He says these transactions were unauthorised so Monzo should refund him for them. Mr M is also unhappy Monzo closed his account, and he wants it to reopen the account.

Monzo says it thinks Mr M is responsible for these transactions, so it won’t refund them. It says the evidence shows the transactions were authorised in the Monzo app on Mr M’s only trusted device and he says no one has had access to his device. Monzo also says it closed his account in line with their terms and conditions and it’s within it’s right to do so. So Monzo says it will not reopen Mr M’s account.

Our investigator considered this complaint and decided not to uphold it. Mr M wasn’t happy with this outcome, so the complaint has been passed to me for a decision. However, Mr M hasn’t provided any additional evidence in support of his complaint, so I have considered the complaint based on the evidence already on file.

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.

A consumer should only be responsible for transactions made from their account that they’ve authorised themselves. Mr M has said he didn’t give any permission for the transactions in dispute to be made but Monzo believes he did. My role then is to give a view on whether I think Mr M more likely than not authorised the transactions, based on the evidence I have available.

The transactions in dispute were all money transfers made to one named account. Monzo has provided evidence to show that the transactions were all made using Mr M’s only registered device and were authorised in his Monzo app. Mr M’s evidence is that he is the only person who has access to his device, and he has never shared any of his security information with anyone else. He says his phone is protected with face ID and his Monzo app would’ve also been protected with passcode or biometrics. Also, that he hasn’t received any suspicious phone calls, texts or emails and he hasn’t downloaded any suspicious apps. Mr M hasn’t provided any evidence or explanation as to how someone else would’ve been able to access his phone and Monzo app to complete such payments. So, the likely explanation here is that Mr M was responsible for these transactions himself.

The transactions in dispute took place between 11.32pm on 4 August 2023 and 12.56pm on 5 August 2023. Mr M says he woke up on 5 August and noticed unrecognised transactions on his account and contacted Monzo to complain. But I’ve seen the account transaction

history and I've seen that Mr M made 11 transfers into his Monzo account between 1.08am and 12.55pm on 5 August 2023. Furthermore, these incoming payments appear to be funding the disputed transactions. For example, at 1.08am Mr M transferred £30 into the account, and at 1.10am £30 was removed from his account which he says was unrecognised. Mr M then transferred £30 into the account at 1.25am and at 1.26am £30 was transferred out, but Mr M only disputes the outgoing transactions. This suggests Mr M was aware of this account activity as it was happening, and I think he had made constant payments into the account to fund the transactions now in dispute.

Overall, the evidence provided shows it is more likely than not that Mr M made these transactions himself. Mr M has not provided evidence of any other plausible explanation of what happened here. So, I am not upholding this complaint and I will not be asking Monzo to refund any money.

I've also investigated what Mr M says about Monzo closing his account. I've considered the terms and conditions of Mr M's account and I think Monzo closed his account fairly in line with the terms of their agreement. I've also seen Monzo gave Mr M the required 60 days' notice of the closure. I appreciate what Mr M says about wanting to continue with his Monzo account, but Monzo are within their rights to deny Mr M an account. So, I won't be asking it to do anything further.

My final decision

I am not upholding this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 26 July 2024.

Sienna Mahboobani
Ombudsman