

## **The complaint**

Mr C complains Monzo Bank Limited (Monzo) closed his bank account without reasonable notice nor any reason.

## **What happened**

Mr C says without prior warning he was notified by Monzo it was closing his bank account with immediate effect. Mr C says he has been a customer with Monzo since 2019 and it should provide him with a reason why it has closed his bank account, as this has caused him extreme financial issues and stress and anxiety as a result.

Mr C wants Monzo to provide a clear explanation why it has closed his bank account or to reopen it.

Monzo says under the terms and conditions of the account it doesn't have to provide a reason for closing a customers' account and it has correctly followed its internal procedures when making the decision. Monzo have accepted it didn't log Mr C's complaint properly and didn't get back soon enough regarding his closing account balance and offered Mr C a total of £75 by way of apology for these errors.

Mr C wasn't happy with Monzo's response and referred the matter to this service.

The investigator looked at all the available information but didn't uphold the complaint. The investigator says Monzo provided details to this service behind its reason to close Mr C's account, but this was confidential information that she was unable to share. The investigator says banks have a right to choose whom it maintains bank accounts for. The investigator provided Mr C with a link to the terms and conditions highlighting the reasons why an account could be closed with immediate effect.

The investigator felt the £75 by way of compensation was fair for delaying the logging of the complaint and not getting back soon enough to Mr C about his closing balance.

Mr C didn't agree with the investigator's view and asked for the matter to be referred to an ombudsman for a 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.

Having done so, I won't be upholding this complaint and I will explain how I have come to my decision.

I can understand it would be upsetting for Mr C to learn his bank account had been closed causing him inconvenience. When looking at this complaint I will consider if Monzo acted reasonably when it closed Mr C's bank account without any reason being provided to him.

Mr C's complaint centres around the fact without notice or reason Monzo closed his bank

account, causing him upset and extreme inconvenience.

While I understand the points Mr C makes here I'm not fully persuaded by his argument. I say this because Monzo are entitled to decide whom it wishes to maintain a bank account and under its terms and conditions, it is able to terminate any banking relationship if it feels it needs to, and it has no obligation to divulge its reasons for doing so.

It's worth saying here it's not my role to tell Monzo it must provide a detailed reason for the account closure, as its terms and conditions already explain it doesn't need to.

From the information I have seen, an email was sent to Mr C on 10 June 2024 advising his bank account was to be closed on 9 August 2024, which Mr C suggests he never received, only a notice that his account had been closed.

While it appears Monzo hadn't followed this with a message confirming the closure, as it had intended, it has accepted this and offered £75 for not logging Mr C's complaint and not getting back to him in a reasonable length of time. On balance I am satisfied that is reasonable here.

It's not clear why Mr C never received the initial email in June 2024, but on balance I'm satisfied from what I have seen, in all probability it was sent and Monzo met its obligation to provide notice of the account closure, even though in certain circumstances it has no obligation to do that. While it may have helped Mr C to have been reminded of the closure nearer the time, I'm satisfied Monzo wouldn't have needed to do so, having given notice earlier.

While Mr C will be disappointed with my decision, I won't be asking anymore of Monzo here.

### **My final decision**

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 13 January 2025.

Barry White  
**Ombudsman**