

Monzo easy bank transfer terms & conditions

These legal terms (English law applies and disputes will be settled by the English courts) are between you and Monzo Bank Limited (Monzo/we/us). We will communicate with you at all times in English.

How to contact us

If you're having trouble with a payment you've tried to make, or accessing your bank account, or if you don't recognise a payment that's been taken out of your account, please contact your bank in the first instance. If you have any questions or queries for Monzo: Email us at online-payments@monzo.com.

Phone us on **0800 8021281**.

These terms and conditions apply to our easy bank transfers. These terms apply to the easy bank transfer you are making now. If you want to make easy bank transfers in the future, we'll enter into a new agreement with you each time. Please save a copy of these terms for your reference.

What are easy bank transfers?

Monzo easy bank transfers let you trigger a payment directly from your UK bank account (even if it's not a Monzo account) to a business that banks with Monzo. It's a way for you to settle invoices and pay businesses that bank with us.

We don't charge you for making easy bank transfers.

How easy bank transfers work

- First, tap on the button that says 'Pay by easy bank transfer' in the payment link or invoice you've been sent by a Monzo business.
- You'll then be asked to select which bank you want to make the transfer from. You can make easy bank transfers from some of the biggest UK banks and from a range of different types of bank accounts. If we don't support your bank and you can't make an easy bank transfer, you can still make a manual bank transfer. We may support your bank in the future.
- Next, we'll direct you to your bank to approve the transfer. We won't see any security details you enter to get into your current account.

- Once you're there, it's your bank's responsibility to send the money to the Monzo business, subject to their own terms and conditions. We're not liable if something goes wrong with the transfer from your bank.
- Finally, you'll be automatically redirected back to the webpage you started your transfer on, and we'll update you on the status of your payment.
- We'll let you know by email when the Monzo business receives the transfer from your bank, or if there is an issue with your bank making the transfer.
- As your bank will send the transfer, they will control how long it takes to arrive.

You're agreeing to Monzo using your information

Each time you make a request for an easy bank transfer, you agree for the money to be paid to the Monzo business directly from your bank account. You're also agreeing that your bank will share your sort code, account number and name with the business you're paying.

We'll take you clicking on the 'Agree and continue' button as consent for us to:

- send the payment order to your bank, so they can start the payment process and let you confirm the payment with them; and
- receive information from your bank that they've accepted or declined your payment order, and share this with the business.

So you know, anybody who has access to this link will be able to see the information which the business has included in the invoice or payment link.

Our legal basis for using your data for these reasons under data protection laws is 'contract'. We need to share your details so you can use easy bank transfers. Read our Privacy Notice for details about how we use your information when you use this service.

If something goes wrong

You'll need to contact your bank if you're having trouble accessing your account with them. You should also get in touch with them if you don't recognise a payment that's been taken out of your account with them, or if a payment looks wrong. If we're at fault or suspect any security issues in relation to your transaction, we'll deal directly with your bank.

If you need to cancel a transfer you've approved, you'll need to contact your bank.

Please contact the business if you have any questions or concerns about the goods or services they provide you, or the amount of payment they've requested.

If you have a complaint about this service, please contact us. You can find **additional information on how to make a complaint** on our website. If you're not happy with our response after you've spoken to us, you can ask to have your complaint resolved by the Financial Ombudsman Service. You can write to them at Exchange Tower, London E14 9SR, or call 0800 023 4567, or send an email to **complaint.info@financial-ombudsman.org.uk**. Monzo Bank Limited, authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 730427). Registered in England. Registered No. 9446231. Registered Office: Broadwalk House, 5 Appold Street, London, EC2A 2AG.

The FCA's contact details are: Financial Conduct Authority, 12 Endeavour Square, London, E20 1JN. Email: **consumer.queries@fca.org.uk**