

The complaint

Mrs A complains that Revolut Ltd changed its policy on accepting payments from abroad.

What happened

In April 2019 Mrs A contacted Revolut to check whether it would accept a payment from another country. Revolut confirmed Mrs A could transfer funds from the country in question.

In February 2020 Mrs A sent a substantial transfer to her Revolut account from the country in question. But, regulations had changed and Revolut says it was no longer able to accept payments from the country Mrs A had previously discussed. As a result, Revolut sent the funds back to the original bank. Mrs A has explained she lost out on around \$1,500 in commission as a result of the returned payment.

Mrs A complained but Revolut didn't agree it had made an error. Revolut says that the regulations surrounding transfers from the country in question had changed between Mrs A's original query and the date she made the transfer. As a result, Revolut could no longer accept the payment Mrs A sent.

Mrs A referred her complaint to our service and said Revolut should've told her when the rules changed. Our investigator didn't uphold Mrs A's complaint and said Revolut had acted in line with the account terms and conditions. Mrs A asked to appeal, so her complaint has been passed to me to make a 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 can understand why Mrs A is upset and I that she was acting on information she had previously checked when she sent a transfer in February 2020. I've read the online chats Mrs A had with Revolut and can see she in April 2019 she was told the transfers from the country in question were allowed.

The issue here is that the regulations that set out what international transfers Revolut could accept changed between April 2019, when Mrs A checked, and February 2020, when the transfer was attempted. Revolut has confirmed that the rules changed which meant it wasn't able to accept the transfer Mrs A sent in February 2020, despite previously being able to. As Revolut has to act in line with the regulations it operates under, I haven't found it made an error when the transfer wasn't accepted in February 2020.

Mrs A has told us she thinks Revolut should've told her when the new regulation came into effect. I take Mrs A's point, but I don't think it's realistic to expect a business to tell its customers each time a new rule or regulation is put in place.

The countries businesses accept transfers can change without notice. Revolut isn't the party that decides what regulations it has to abide by. I wouldn't expect Revolut to have

specifically notified Mrs A it was no longer able to accept transfers from the country she had previously enquired about.

I also think Revolut makes a reasonable point when it says Mrs A relied on advice she was given around 10 months before the transfer was attempted. Ultimately, in the intervening period the rules it operates under changed. But I'm satisfied that the advice, when it was given, was an accurate reflection of the situation and rules.

I'm very sorry to disappoint Mrs A but I haven't found that Revolut misled her in April 2019 or that it made an error by rejecting the transfer in April 2020. As I haven't found Revolut made an error or treated Mrs A unfairly, I'm not telling it to take any further action.

My final decision

My decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs A to accept or reject my decision before 30 April 2021.

Marco Manente
Ombudsman