

The complaint

Mr C complains that Revolut Ltd blocked and closed his account. And haven't returned money to him he says was paid into his account.

What happened

In April 2020, Revolut carried out a review of Mr C's account. And asked Mr C to provide information about how he used the account. Whilst it completed the review Revolut blocked Mr C's account, which meant he wasn't able to use the account or access the money in it.

Revolut returned the balance of the account to Mr C in May 2020 and completed its review in October 2020. Following this Revolut decided to close Mr C's account.

Mr C says not having access to his account was inconvenient and his direct debits bounced which made things difficult for him as he his mobile phone bill went unpaid. He also says he was expecting around £500 in benefit payments, but he never received it. And it's still missing. Mr C sent several messages using Revolut's in app chat to try and trace his benefit money but didn't get any information. He wants Revolut to provide a proper explanation for its actions and release his benefit money.

Revolut said Mr C's benefit money had never credited his Revolut account but accepted it should have provided Mr C with better service and provided my clarity to him in response to his in app messages. So, it offered Mr C £50 compensation for any distress and inconvenience this had caused him.

Mr C wasn't happy with this response, so he brought his complaint to our service. One of our investigator's looked into what had happened. She asked Mr C to provide her with some information about his benefit payment – that it had credited his Revolut account and he'd contacted DWP who'd confirmed it had been sent to his Revolut account. But Mr C didn't provide anything.

Based on the information she had the investigator said Revolut hadn't done anything wrong by reviewing Mr C's account. She thought Revolut's offer was fair. Mr C disagreed. He said his account had been blocked for a long time and he's still out of pocket as he hasn't received his benefit money.

As no agreement could be reached the matter has come to me to decide.

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.

Revolut are strictly regulated and must take certain actions in order to meet their legal and regulatory obligations. Having looked at all the evidence, I'm satisfied that Revolut acted in

accordance with these obligations when it blocked and reviewed Mr C's account. And it was entitled to do so under the account terms and conditions.

I know Mr C wants Revolut to explain why it blocked his account in the first instance. But Revolut doesn't disclose to its customers what triggers a review of their accounts. It wasn't obliged to tell Mr C why it was carrying out a review, so, I can't say it's done anything wrong by not giving Mr C this information as much as he'd like to know. And it wouldn't be appropriate for me to require it do so.

I've considered what Mr C has said about how Revolut's actions impacted him. And that he feels the compensation offered doesn't adequately reflect the trouble he's been caused and how long his account was blocked. I've no doubt this was a worrying and upsetting time for Mr C but for me to award more compensation I'd have to be satisfied that the delays caused an unreasonable level of inconvenience and financial loss.

Mr C says he was expecting a benefit payment after he lost his job and is now out of pocket because Revolut haven't returned his benefit money to him, of around £500. Revolut says the money never credited Mr C's account. And Mr C hasn't provided the investigator any evidence to the contrary. So, it wouldn't be fair of me to tell Revolut to pay financial loss or compensation for something there's no evidence of.

Turning to awards for non-financial loss there isn't a set formula that we use to calculate awards for particular mistakes or poor service. It's my role to consider what impact Revolut's actions have had on Mr C and decide, within guidelines set by our service, whether compensation would be appropriate in the circumstances.

Mr C had to write to Revolut on several occasions to try and find out what was happening with his account and to try and track down his benefit money. Mr C has explained he'd lost his job so needed the DWP payment to help out financially. So, I think it's likely that Revolut's poor communication would've been upsetting for Mr C at the time as he was already facing financial difficulties. So, I agree some compensation is appropriate for this.

Revolut accepts it should have been clearer with Mr C that his benefit money hadn't credited his account. It's only right that Revolut recognises this. However, I'm satisfied that £50 already offered is a fair amount of compensation and proportionate to the trouble and upset Mr C was caused. So, while Mr C may disagree with me, I'm satisfied that the compensation offered by Revolut recognises the impact its actions had in the overall circumstances of this complaint. So, I won't be asking Revolut to pay any more.

In reaching this conclusion, I've kept in mind that Revolut blocked Mr C's account for around six months. So, I do accept that it took Revolut a relatively lengthy period of time to review Mr C's accounts. But I don't consider that it would be right for me to conclude it should not have taken in excess of any particular or specific timeframe. Because Revolut was entitled – as a matter of principle – to do what it did. From looking at the timeframe and Revolut's records, I can also see that Revolut were actively progressing its review and didn't cause any unreasonable delays in doing so. Once it had completed its review it also promptly released Mr C's balance to him which was around £10.

Revolut was also within its rights to close Mr C's account and did so line with the account terms and relevant regulations. So, I can't say Revolut have done anything wrong when it closed Mr C's account. And, I won't be asking Revolut to reopen Mr C's account.

Finally, Mr C says he's unhappy that he could only contact Revolut via its in app chat facility. And says he should've been able to call Revolut. I can appreciate that not being able to pick up the phone to Revolut was frustrating for Mr C. But as the investigator has already

explained, we are not the regulator of firms – so we can't tell them how to run their businesses , or how to design or implement their processes. Revolut communicates with its customers via an in app chat facility- that's how it runs its business – and we can't interfere with its commercial decisions.

In summary, it's clearly caused Mr C inconvenience when he wasn't able to use his account. So understandably he's upset. And I appreciate it must have been a worrying and frustrating time for him when he was trying to trace his benefit payment. So, I realise he will be disappointed by my decision. But having looked at all the evidence and circumstances of this complaint, I haven't found grounds to increase the level of compensation. And I'm satisfied that £50 compensation is fair and reasonable. So, I won't be telling Revolut to do anything else to resolve Mr C's complaint.

My final decision

For the reasons I've explained, if it hasn't already done so, to put things right Revolut Ltd should pay Mr C £50 compensation for its poor service.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 14 March 2022.

Ombudsman