

The complaint

Mr B complains that Revolut Ltd blocked access to his account, and he'd like compensation for the impact on him.

What happened

Mr B had an account with Revolut.

In December 2020 Revolut restricted access to Mr B's account.

Mr B wasn't happy with Revolut's actions, in particular around £280 which was held in his account – but the e-money provider reviewed their actions and thought they'd acted fairly in restricting his account.

And on 21 January 2021 Revolut advised Mr B they were closing his account in seven days, and he'd need to withdraw his funds.

Mr B withdrew the majority of his funds apart from a very small amount in pound sterling and euros.

On Mr B's case being brought to our service Revolut offered Mr B £20 to settle the complaint. Mr B didn't accept this. And the e-money provider subsequently withdrew the offer.

One of our investigator's looked into Mr B's complaint. They thought Revolut acted fairly in restricting Mr B's account, but the e-money provider shouldn't have charged Mr B the full fee he was paying for a plan, considering he only had access for half of December. Our investigator recommended Revolut refund Mr B 50% of £12.99 plus 8% interest.

Revolut accepted our investigator's view, but Revolut didn't.

So the case was passed 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.

I've considered Revolut's actions in restricting Mr B's access to his account. And I know this will disappoint Mr B, but having reviewed Revolut's terms and conditions I'm satisfied the e-money provider was entitled to restrict his account. And they don't need to provide him with any reason for this. I appreciate this caused him inconvenience, but I can't say Revolut acted unfairly when taking this action.

I do however agree with our investigator that Mr B shouldn't be charged £12.99 for a full month fee when he only had access to his Revolut account for half of the time – so I think a 50% refund would be appropriate here.

I've considered whether Revolut should honour the £20 offer they previously made – however I'm satisfied it's reasonable for them to withdraw this. I say this because I'm satisfied overall, Revolut were entitled to restrict Mr B's access – and by returning half of the fee they charged they'll be refunding Mr B for a service he was only able to partly use. Which I'm satisfied is a fair resolution to the complaint.

I'm aware that Revolut have offered to transfer Mr B the remaining funds in his pound sterling and euro account. If Mr B would like to obtain these funds he'll need to contact Revolut directly.

Putting things right

For the reasons I've outlined above I think Revolut should refund Mr B 50% of the £12.99 fee plus interest from the date of the restriction to the date of payment.

My final decision

My final decision is I direct Revolut Ltd to:

- Pay Mr B 50% of the £12.99 fee plus 8% from the date of the restriction to the date of the refund.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 7 September 2022.

Jeff Burch
Ombudsman