

## **The complaint**

Ms Y complains that Revolut Ltd reviewed and then closed her account

## **What happened**

Ms Y had an account with Revolut which she opened in 2019. In December 2020, Revolut asked Ms Y for information about the source of the funds in the account.

Ms Y contacted Revolut using the chat function in its app. She said that she didn't understand why Revolut needed this documentation as the deposits into the account came from credit cards with institutions that had already verified her.

In a chat with another agent, she again explained that the funds came from a bank that had already been checked for the source of funds – and while she understood why Revolut was asking for the information she didn't feel safe sharing this data.

Another agent asked Ms Y whether she was salaried or self-employed, and if she could provide 3 months salary slips and a bank statement confirming her salary income. Ms Y said that she was salaried but didn't see why she should share salary information online. She said again that she was well aware of the reasons Revolut needed to verify the funds, but insisted that the source of funds had been verified by the institution that issued her the credit card.

After Revolut asked for the information again, Ms Y said that as far as she was concerned they could go ahead and limit her account. She felt Revolut's approach was highly unprofessional.

Ms Y then provided some information. Revolut completed its review, and decided to permanently close Ms Y's account.

Dissatisfied, Ms Y complained to Revolut and then referred the complaint to us.

Our investigator looked at the complaint, but didn't think it should be upheld. Ms Y didn't agree with the investigator. The complaint has been referred 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.

Financial businesses like Revolut are subject to a number of legal and regulatory requirements. This means they need to monitor their customers' accounts and transactions and may need to review an account or ask for details of the source of any funds in the account at any time.

This was also reflected in the terms and conditions that applied to Ms Y's account. These said that to meet its legal and regulatory requirements it might sometimes need to ask for

more information about its customers. The terms and conditions also said that Revolut might need to block an account to meet its legal obligations – and that it might close or suspend an account immediately in certain circumstances.

Looking at Ms Y's case, I see Revolut contacted Ms Y to ask for information about the source of the funds she'd paid into the account. I'm satisfied that this was something Revolut was entitled to do in line with its legal and regulatory obligations.

But although Ms Y said she understood why Revolut wanted this information, I note she was reluctant to provide it. She insisted that Revolut should rely on the checks carried out by the banks that provided the payment cards she'd used to top up her Revolut account and twice told Revolut's agents that they could "go ahead and limit" her account.

Although I understand Ms Y then provided some information, she didn't provide everything Revolut requested. Revolut completed its review and decided to permanently close her account.

Looking at everything, I'm satisfied that Revolut was entitled to close the account immediately. And although Ms Y is unhappy that Revolut didn't tell her the reason it closed the account, where Revolut closes accounts in these circumstances it doesn't need to tell Ms Y its reasons.

This means I don't think Revolut acted unfairly or unreasonably in closing the account or failing to give reasons. I acknowledge this would have caused Ms Y some inconvenience – she says she used the Revolut account as an online wallet as her other accounts didn't offer this functionality – but I can't say this is something Revolut should compensate Ms Y for. Revolut has offered Ms Y £20 as a gesture of goodwill – if Ms Y now wishes to accept that, she should contact Revolut directly.

### **My final decision**

For the reasons above, I don't uphold Ms Y's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms Y to accept or reject my decision before 22 August 2022.

Rebecca Hardman  
**Ombudsman**