

The complaint

Mr A has complained that Revolut Ltd (“Revolut”) failed to tell him, during the sale of a Metal account, enough information about the travel insurance to allow him to fully understand the cover it was providing.

This came to light when Mr A had issues making a claim for lost luggage, which was initially declined due to the luggage being left unattended whilst under the care of the airline.

What happened

One of our adjudicators assessed the complaint and he didn’t think that Revolut had done anything wrong. He thought that the information provided during the sales process was sufficient.

Mr A, in response, said that he believed that the information provided was not clear and was misleading as the policy summary just says that lost luggage is covered

I can see that a complaint against the provider of the insurance has already been made. This complaint is about the actions of Revolut. I should highlight at this point that what the insurer did, or did not do, is not going to be considered as part of this decision. I will only be looking at whether Revolut did anything wrong.

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.

We’ve explained our approach to complaints about packaged accounts on our website, and I’ve used that to help me decide this complaint. Having weighed everything up, I’m not able to uphold this complaint. I’ll explain why.

I think it might help to explain that where matters are in dispute and evidence is lacking, as is the case here, I have to decide what I think was most likely to have happened, based on all of the evidence that is available.

Given that Revolut is not the insurer, this means that it is not responsible for how the travel claim was handled. I am only looking to see, in this case, if Revolut provided Mr A with enough information when the account was sold to him.

I have looked at the documentation that would’ve been provided during the sales process and I accept that the policy summary does not give the full details of what is and isn’t covered in relation to lost luggage, though I see it does mention that luggage and valuables left unattended are not covered. But as this is a summary it only needs to highlight significant and unusual exclusions – if it included *all* of the terms, conditions and exclusions, I don’t think it could reasonably be called a summary.

The exact terms of what is meant by unattended would not normally be in this summary. That is why the top of the summary says that a policy holder would need to refer to full terms and conditions for the policy to get all of the details of the policy. From what I can see of Revolut's application process I am satisfied on balance that Mr A would've had access to the full terms and conditions prior to him taking out Metal account. So overall I think that he was given enough information by Revolut, so that he could make an informed decision about whether the Metal account and the associated benefits were right for his circumstances. So I don't think that Revolut did anything wrong in relation to this.

I note Mr A still has concerns with the way his claim was handled. But as explained above, this is a matter between him and the insurer, so I can't comment on that in this complaint.

Mr A has also said that he had issues with the service he received during the complaint process. From what I can see, whilst I accept that everything may not have gone completely smoothly during his complaint, I don't think an award of compensation is merited in this instance.

For the sake of completeness, I should add that this decision represents the last stage in our complaint process, but if Mr A remains unhappy, he may be able to refer his complaint elsewhere, such as court.

My final decision

Because of the reasons given above, I don't uphold this complaint.

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

Charlie Newton
Ombudsman