

The complaint

Mr G complains that Revolut Ltd restricted and closed his account. He'd like his account reopened and compensation for the impact caused to him.

What happened

Mr G had an account with Revolut

On 28 June 2022 a payment of just over £1,500 was sent to Mr G's account. However this was rejected and returned by Revolut.

On the same day Mr G contacted Revolut to complain. He advised the payment was his salary, and explained that because the payment was returned he'll incur late payment fees and it'll negatively impact his credit file.

Revolut advised Mr G to attempt to make the payment again and it should be processed smoothly.

Mr G made a further attempt on 29 June 2022 to make the payment however this was also rejected and returned by Revolut.

On 29 June 2022 Revolut made the decision to close Mr G's account with immediate notice, and they notified him on the same day.

Mr G complained to Revolut about their decision to close his account. The business reviewed his concerns, and thought they could have provided better communication in failing to respond to some of Mr G's messages. However, they thought their decision to close his account was fair. They offered Mr G £25 compensation.

Mr G wasn't happy with Revolut's response so complained to our service. He explained the returning of his salary meant he had to borrow money from friends, and he incurred significant late payment fees.

One of our adjudicators looked into Mr G's complaint. But they thought Revolut acted fairly in closing Mr G's account, and £25 was fair compensation for the customer service issues.

Mr G wasn't satisfied with the outcome. In response he explained it was embarrassing to keep going to his employers to ask them to resend his salary. And if they'd let him know his account was going to be restricted he could have redirected his salary.

As Mr G didn't agree it's been passed to me for a decision. On picking up Mr G's decision I contacted him to ask for evidence of his salary payment, including pay slips, costs incurred by his employers from re-sending the salary and late payment fees. However, Mr G didn't respond.

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.

Account closure:

Our rules allow us to receive evidence in confidence. We may treat evidence from businesses as confidential for a number of reasons – for example, if it contains security information, or commercially sensitive information. Some of the information Revolut has provided is information that we considered should be kept confidential. Our service has asked Mr G for details regarding certain payments into his account however he didn't respond.

Revolut can only close accounts in certain circumstances and if it's in the terms and conditions of the account. Revolut have relied on the terms and conditions when closing Mr G's account. The terms explain that the e-money provider can close Mr G's account without notice in certain situations. I've considered the full circumstances of this complaint and I agree Revolut were entitled to close the account without providing notice. It follows, as I think Revolut acted fairly in closing Mr G's account I won't be asking them to reopen it.

Returned payments:

I've reviewed the communication between Mr G and Revolut on 28 June 2022. Revolut accept that they advised Mr G to attempt to resend his salary to his account after the first payment was returned to source. They've explained that this wasn't because the account was blocked – and therefore customer service staff wouldn't be aware – but the payments were rejected and returned by their automated system.

I understand this will disappoint Mr G, but as he hasn't provided evidence of his pay slips, costs incurred by his employer or late payment fees I can't safely conclude the offer Revolut made – of £25 compensation – is unfair. It follows I won't be asking Revolut to do anything further here.

If Mr G wants to accept the offer of £25, and hasn't already done so, I'd expect Revolut to make this payment to him.

My final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 10 July 2023.

Jeff Burch
Ombudsman