

## **The complaint**

Miss M complains that Wise Payments Limited closed her account.

## **What happened**

Miss M had an account with Wise which she opened in April 2020. In October 2024, Wise decided to close Miss M's account. It said this was because it thought she hadn't followed its acceptable use policy. Miss M disagreed. She complained to Wise, and referred the complaint to us.

Our investigator looked at all of this and concluded that Wise's decision was fair. Miss M disagrees. 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.

I don't uphold the complaint. I'll explain why.

The terms and conditions that applied to Miss M's account said she could only use Wise's services "for personal purposes and not as a business account or for business purposes. If you require a product or Service dedicated to business activities, you can open a Business Account with Wise".

The terms also allowed Wise to end the agreement and close Miss M's Wise account by giving her at least two months' notice. In some cases, it could close the account immediately. Here, Wise wrote to Miss M on 30 October, saying it would close her account on 28 January.

Based on what Miss M has told us, she was using her account for business purposes. She says she received payments from her clients, and worked freelance. I further note that, in November 2023, Wise warned Miss M that it regarded payments of this nature as business payments. And based on what I've seen, Miss M continued to receive similar payments after that.

As such, I accept that Wise was entitled to close the account. And I see Wise gave Miss M 3 months to find a new account.

I note Wise originally told Miss M it closed the account because it didn't support adult services. I've thought about what Miss M has said about that. She says that her business wasn't an adult service, and that nothing about the payments suggested they were for adult services. Wise has provided information in confidence. Our rules allow us to receive information in confidence, and I'm satisfied this information is sensitive and cannot be shared with Miss M. Based on this information, I can certainly understand why Wise reached the conclusion it reached. But I don't need to reach a firm finding on this point - for the reasons I've already explained, I'm satisfied Wise could have closed Miss M's account

anyway, as she was using it for her business after Wise had warned her not to. So this doesn't change my conclusion.

### **My final decision**

I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss M to accept or reject my decision before 17 April 2025.

Rebecca Hardman  
**Ombudsman**