

The complaint

Mr B complains that Revolut Ltd won't let him open an account.

What happened

Mr B had two accounts with Revolut. The first account opened in 2023. In August 2024 Revolut closed this account. The next day, Mr B applied for a new account with Revolut. Revolut closed that new account a day later. Mr B says Revolut has acted unfairly and referred his complaint to us.

Our investigator looked at all this and thought that what Revolut had done was fair. Mr B doesn't agree. 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 this complaint. I'll explain why.

Revolut, like all financial businesses, is subject to legal and regulatory requirements. These may require Revolut to review or close accounts. And where it does so, it may not be able to share its reasons with its customer. In this case, Revolut says that it reviewed Mr B's account, and that as a result of this review, it cannot offer its services to Mr B.

This is reflected in the terms and conditions that applied to Mr B's account, which allows Revolut to close accounts immediately where this is required under its legal and regulatory obligations.

Mr B would like to know more. He doesn't think he's done anything wrong and doesn't understand why Revolut won't allow him to open an account.

But while I appreciate this will be disappointing to Mr B, I can't say Revolut has made an error here. Revolut has sent us information in confidence about why it closed the account. Our rules allow us to accept information in confidence – and I'm satisfied this information is sensitive and cannot be shared with Mr B. Based on everything I've seen, I'm satisfied Revolut was acting in line with the relevant terms and conditions, and its legal and regulatory obligations, when it closed Mr B's original account. And given the reasons it closed the original account, I cannot say Revolut is under any obligation to offer Mr B a new one.

Mr B says he doesn't recall opening the earlier account. I've thought about that. It appears the original account was registered to the same address, email and phone number as the second one – and so I think it's likely, on balance, that Mr B applied for it. Mr B also thinks Revolut closed the account because he "accidentally" gave Revolut an incorrect date of birth. It does appear that Mr B gave Revolut the same incorrect date of birth in connection with the application for both accounts – and so I don't find what Mr B has said about this wholly persuasive. But for the reasons I've already explained, it wouldn't be appropriate for

me to tell Revolut to share further details of why it closed Mr B's account, much as he'd like to know.

I've considered Mr B's further comments. But they don't change my conclusions.

My final decision

I don't uphold the complaint.

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

Rebecca Hardman
Ombudsman