

The complaint

Mr M complains Revolut Ltd blocked a payment he wanted to make and then took too long to release it. Mr M complains that this caused immense stress and hardship.

What happened

Mr M has an account with Revolut.

Mr M attempted to make an urgent payment on 19 September 2024. He says his payment was blocked and the issue wasn't resolved until more than 10 days' later. Mr M complained to Revolut saying that it had stopped him sending funds to his brother who was in need of urgent medical care and had caused him to cancel plans which meant he lost out on a job.

Revolut looked into Mr M's complaint and agreed that it should have released Mr M's funds sooner. Revolut ultimately offered £225 in compensation.

Mr M was unhappy with Revolut's response, so he complained to our service. He said he wanted £5,000 in compensation because he'd lost out on £2,000 from a job and had incurred an additional £3,000 in costs.

One of our investigators looked into Mr M's complaint and said that they could see there were funds still available in Mr M's account – and it was only the payment itself that was held – so they didn't agree that Mr M lost out on a job, amongst other things. They thought that the £225 that Revolut had offered was, in the circumstances, fair.

Mr M wasn't happy with our investigator's recommendation and asked for his complaint to be referred to an ombudsman for a decision. His complaint was, as a result, passed to me.

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.

There's no dispute that Mr M attempted to send £630 on 19 September 2024 and that Revolut blocked this payment. Revolut doesn't dispute the fact that it should have allowed Mr M to make the payment again sooner than it did – a technical issue stopped it from doing so. The only issue, therefore, that I have to decide is what impact this had on Mr M and whether or not the £225 that Revolut has offered is fair compensation taking our approach to awards into account.

I can see that Mr M has sent us a letter from a company offering him work for which he would have been paid £2,000. I accept that in order to do that work Mr M would have had to travel. I can, however, also see that Mr M's account wasn't frozen when Revolut stopped his £630 payment and that he had plenty of funds in his account. In the circumstances, I don't agree that Revolut's actions could have been the reason why Mr M didn't take up the work in question. He could have travelled and, as far as I can see, didn't have to cancel his trip. It follows that I don't agree that this is a financial loss for which it's fair to hold Revolut liable.

I can see too that Mr M's brother was due to have treatment in hospital and that this took place later than planned. I agree with our investigator that the impact on Mr M's brother isn't something we can take into account – only the impact on Mr M. Even if I am to accept that the delay did have an impact on Mr M, I agree with our investigator that the compensation Revolut has offered is fair and that it wouldn't be fair to make Revolut liable for the £3,000 that Mr M says he's now had to spend on medical treatment for his brother. So, that's the award I'm going to make as it's unclear whether or not Revolut has paid the whole £250 it has offered. I'll leave it to Mr M to decide whether or not he wants to accept my decision and make that offer, in effect, legally binding.

My final decision

Revolut Ltd has already made an offer to pay £225 to settle the complaint and I think this offer is fair in all the circumstances.

So, my decision is that Revolut Ltd should pay £225 in full and final settlement of this complaint, less any amounts it's already paid.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 4 March 2025.

Nicolas Atkinson
Ombudsman