

The complaint

Mr A complains that Revolut Ltd (“Revolut”) cancelled the travel insurance benefit in its premium plan before the end of the subscription term.

What happened

Mr A had a subscription for a premium plan with Revolut with travel insurance included as one of the benefits. Revolut changed its insurance partner and took the decision to remove some of the benefits such as the travel insurance associated with the plan. In-line with its terms and conditions Revolut gave Mr A 30 days’ notice on 19 June 2024 by in-app notification and email that this would take effect from 19 July.

Mr A complained to Revolut about this and asked for a refund of his subscription or to put off the cancellation until his subscription term comes to an end. Revolut explained Mr A’s subscription included a range of benefits including travel insurance and so it wasn’t possible to refund a portion of his subscription fee.

Revolut confirmed that trips which start and end before 25 July 2024 will still be covered under the travel insurance provided with his current plan and gave Mr A the option to upgrade to the ‘metal’ plan for one year – which retained the travel insurance benefit - at the same price as his premium plan provided he did this by 26 June and also gave Mr A the option to downgrade his plan by 19 July for free with a refund for the remaining months of his subscription..

Revolut didn’t uphold Mr A’s complaint. It says no error was made as and the terms and conditions allow it to make these changes and it provided notice of this in a timely and clear manner and offered reasonable alternatives.

Mr A was dissatisfied with this, he says the reason he chose the premium plan was for the travel insurance and Revolut failed to provide adequate notice of the changes leaving him disadvantaged. Mr A believes Revolut shouldn’t be allowed to cancel and make negative changes to a paid for subscription and that it should be challenged on this and so brought his complaint to this service.

One of our investigators looked into Mr A’s concerns but didn’t recommend his complaint was upheld as it wasn’t this services role to police Revolut’s internal policies or procedures and the terms and conditions of the plan allowed Revolut to cancel a service of product with the appropriate notice as it provided here, and Revolut provided fair alternative plans including ones that benefited from travel insurance.

Mr A disagreed, he says Revolut should’ve warned about changes/updates in advance of the next yearly subscription and only applied the changes once the subscription was up. Mr A has asked for an ombudsman’s final decision.

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.

My role is to look at problems that Mr A has experienced and see if Revolut has done anything wrong or treated him unfairly. And having considered everything I'm in agreement with our investigator and I don't think there is anything much more of use I can add.

Before I go any further, I want to be clear in saying that I haven't considered whether what Revolut charges or the benefits it includes in the various plans it offers are fair and reasonable, or in-line with what other providers offer. What products or services a business provides and its reasons why is a commercial decision. Just like it is up to Mr A to decide whether to accept what Revolut is now offering or to take his business elsewhere. Indeed, this is the mechanism Mr A and other customers have to challenge changes they don't like and encourage competition in the market.

All I can decide is whether Revolut treated Mr A fairly when it took the decision to make changes to the benefits held within the plans it offered. And I think it did.

Revolut's terms and conditions allow it to make changes to its non-payment related products or services – such as the travel insurance benefit - and gave Mr A the 30-day notice it said it would before it made the changes. Mr A received this notice and understood the changes that were being made as I can see he contacted Revolut through its webchat on the same day he was given notice.

I appreciate Mr A is disappointed Revolut was making these changes before his subscription term was up, but Revolut provided him with what I think are two reasonable options. Mr A was able to upgrade his plan at the same price which would ensure he was still covered for travel insurance. This option allowed Mr A time to find alternative travel insurance should he not want to continue on the metal plan when the subscription term came to an end.

And if Mr A didn't want to take this option, he was able to downgrade his plan and Revolut would refund him the remaining months of his premium plan subscription. I can't see how either of these options left Mr A financially disadvantaged and appear to be what Mr A is asking for as a remedy to his situation, so I don't think Revolut have treated Mr A unfairly.

I appreciate the changes Revolut have made to its benefit offering don't suit Mr A and going forward he might well have to look for alternative travel insurance providers and his frustration around this - especially as his subscription wasn't at term. But I don't think it would be practical for it to wait for each of its individual customers subscription terms to come to an end before it implemented what is a commercial decision it's entitled to take. And ultimately, Revolut isn't obliged to continue offering the same products, services or benefits packages.

And so it follows that I don't think Revolut have done anything wrong or treated Mr A unfairly and so I do not uphold this complaint.

My final decision

For the reasons I've explained, I do not uphold Mr A's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 18 March 2025.

Caroline Davies
Ombudsman