

The complaint

Mr Y complains that Revolut Ltd didn't give him sufficient notice of the change to its US Banking partner. As a result he had to arrange for a payment of his share dividend from a company (C) to be made by wire transfer, incurring extra costs.

What happened

On 24 October 2024 Revolut advised its customers, including Mr Y, that it would be changing the US Bank it used to receive customers' payments in dollars (USD). It advised that there would be a temporary period, from 8 November when the US bank account wouldn't be available. On 13 November Revolut advised of the new account details and that those had gone live from that date. Mr Y received an automated share dividend payment every month. He said that C required at least 10 days' notice of any change, and as the dividends were due to go out on 22 November, Revolut hadn't given sufficient notice.

Mr Y received his dividends by direct credit, which meant he was able to avoid transfer fees. But in this case he says he had no choice but to allow the dividend to go to the old account and then to be reissued and sent by wire transfer which incurred a \$10 fee. Revolut also charged £10.12. Mr Y said he was put to a lot of inconvenience and spent £54 on telephone calls. He received the reissued payment on 3 December. Revolut agreed to refund the £10.12 as a gesture of goodwill, but asserted that it had given sufficient notice of the change of bank account.

On referral to the Financial Ombudsman Service, our Investigator said she thought Revolut had given sufficient notice to Mr Y.

Mr Y disagreed and said that as no details of the account were given to him until it was too late any other method of payment would have cost him more. He asserted that Revolut had been negligent so should be liable for his expenses.

The matter has been passed to me for an Ombudsman's consideration.

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 can understand Mr Y's frustration and annoyance that the notice given to him by Revolut wasn't enough time for the dividend to be paid into the new account. Revolut gave the initial notice on 24 October 2024. Although it didn't give details of the new account this was at least, in my view, sufficient warning to its customers should they have needed to make preparations in advance, I asked Revolut why it didn't provide the account details in its email of 22 October. It has explained that this was:

"Simply because those details were not available at the moment and also because we didn't want our customers to start using the new details before they were live."

Whilst in Mr Y's individual case this wasn't sufficient I have to bear in mind that this was an all customers email. So Revolut had to make a business decision as to what to put in the emails and when to release the details of the account. I don't think that its decision not to release the details of the account until it went live was unreasonable.

Turning to Mr Y's decision to have the payment reissued, I'm aware that there were different options for payment but as the cost of a wire transfer was only \$10 I can understand why he chose that option. In particular I can see that a transfer to his UK Bank account would have meant costs in exchanging USD for pounds.

As regards the telephone charges, I understand these relate to Mr Y having to call C to request the payment be re-issued as it was going to bounce and that it only authorises this via phone. Unfortunately, I think that was a part of getting the dividend reissued, and not something which could have been avoided.

So although Mr Y did incur expenses in getting his dividend payment reissued I think Revolut acted fairly and reasonably in the notices given which did in my view give its customers the opportunity to sort out their affairs. As I haven't found that Revolut was at fault, I can't make an award.

Mr Y has made the point that the US account was suspended for 5 days so Revolut should be refunding part of the charges for using the account. But as his Revolut account has a number of benefits outside the use of the US bank account, I don't think it appropriate to make any award in that respect.

My final decision

I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr Y to accept or reject my decision before 30 May 2025.

Ray Lawley
Ombudsman