

The complaint

Mr S complains that Revolut Ltd (Revolut) keep allowing him to open a current account, which enables him to gamble.

He would like them to stop him from opening accounts, refund the money he has gambled since he made them aware he had a problem, and pay compensation.

What happened

Mr S opened a current account with Revolut in July 2023. In August 2023 he contacted Revolut to let them know he was having trouble with gambling.

Revolut let Mr S know about the gambling block he could apply to his account. Mr S didn't confirm whether he was using the gambling block, but he did say that he'd taken some steps to try and stop gambling. He also confirmed he had another current account with a different bank, which had a block applied.

Mr S continued to gamble on the account, but he did apply the block on several occasions. When the block was applied, Mr S realised he could no longer gamble and there was a cool down period once the block was removed. So, he would close the account and then re – open a new one, without the block applied. This enabled him to continue gambling. Between 2023 and 2025 Mr S opened and closed six new accounts. The current one is still open.

Throughout this time Mr S made Revolut aware that he wanted them to stop him from opening new accounts. In March 2024 he complained.

Revolut responded and explained how the gambling block works and how he can apply it to his account. They also referred him to charities that could support him with gambling. They also explained that they couldn't stop him from opening new accounts because their terms and conditions only allowed them to stop an individual from opening an account if they already had one with Revolut, they were using a personal account for business purposes or Revolut had previously closed an account. They explained that none of these situations fitted Mr S' circumstances, so they couldn't prevent him from opening a new account.

Mr S remained unhappy and brought the complaint to this service. One of our Investigators considered the matter and said they thought Revolut should've acted sooner and prevented Mr S from opening any new accounts. But they thought Mr S would've continued gambling through other means. They asked Revolut to close Mr S' account and prevent him from opening any new ones and they said they should pay Mr S £250 compensation. Revolut agreed to this, but Mr S disagreed. He said that Revolut hadn't treated him fairly or in line with guidelines where a consumer is classed as vulnerable. He said that if they'd stopped him from opening accounts in March 2024, he wouldn't have continued to gamble, and he should get a refund of all gambling since that date. He also said this has caused him significant distress and inconvenience and £250 compensation wasn't enough.

Because an agreement couldn't be reached, the complaint has been passed to me to consider.

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.

Having done so, I've reached the same outcome as the investigator for broadly the same reasons. I've explained why below.

I've reviewed the correspondence between Revolut and Mr S. Most of this has been done through online chat.

There's no dispute that Mr S made Revolut aware he was having trouble with gambling. But, Revolut explained how the gambling block worked and referred Mr S to supporting charities.

It was Mr S who realised that if he closed the account and re-opened a new one, he would be able to continue gambling. I don't think Revolut can be held responsible for this. Mr S found an alternative way to gamble, whereby the block wasn't applied and there was no cool off period.

However, I do recognise that Mr S made Revolut aware this was what he was doing, and I have seen conversations where he is clearly distressed and continually asks Revolut to block him from opening new accounts.

Revolut has referred to the following terms and condition, which they say means they couldn't stop Mr S from opening a new account:

'You can't:

open more than one Revolut Personal Account;

use a Revolut Personal Account for business purposes;

or open a new Revolut Personal Account if we've previously closed a Revolut Personal Account in your name.'

Revolut said Mr S didn't fit into any of these categories and that's why he was able to close and open an account each time.

Since the complaint has been with us, Revolut has agreed to close Mr S' account, which will prevent him from opening any new accounts. This seems like the most reasonable way forward and should be actioned as soon as possible. This will prevent Mr S from opening any new accounts with Revolut.

Now that Revolut has agreed to this, I do think it could've taken this step sooner, as it was clear that Mr S was struggling with gambling, and he requested on numerous occasions that they prevent him from opening any new accounts. But, I'm not persuaded this would've stopped Mr S from continuing to gamble. Mr S chose to open new accounts to circumvent the cooldown period, so I don't think it was an impulsive decision. Had Mr S not been able to open an account with Revolut, I think it's more likely than not that he would have found other means to gamble using his other account(s). So, it's for this reason I won't be asking Revolut to refund him the money he has gambled during this time.

Mr S has been very clear in his communication with us that he is very distressed. He has told us that he is in financial trouble and his mental health has been suffering. I don't doubt Mr S is having a difficult time and he is in a vulnerable situation, and I hope he is able to get

the help and support he needs. But I can only consider the impact that Revolut has had on him.

As explained above, I think Revolut could've intervened earlier and taken steps to stop Mr S from opening any new accounts – which it has now agreed to do. This would've meant Mr S didn't have to continually contact Revolut and ask for support, which caused him distress and inconvenience. I think £250 is fair compensation for this.

Putting things right

Revolut should do the following:

- Close Mr S' current account (if it hasn't done so already), preventing him from opening any new current accounts with Revolut. It should be proactive and action this as quickly as possible given Mr S' circumstances.
- Pay £250 compensation to Mr S.

My final decision

For the reasons explained above, I uphold this complaint.

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

Rachel Killian
Ombudsman