

The complaint

Mr M complains that Revolut Ltd downgraded his savings account and stopped paying interest on the balance without notifying him. And he said that Revolut unfairly removed his access to its chat function.

What happened

In April 2023 Mr M opened a Revolut savings account with £85,000 and paid £120 upgrade to a 'Metal' plan to obtain a higher interest rate. Mr M assumed this would be renewed each year automatically as with his 'Premium' account. Instead, he said he was unable to access his savings as they had disappeared, which caused him significant distress.

Mr M complained to Revolut about issues accessing his account and it refunded his £120 fee. Mr M later noted he hadn't received interest on his savings account from November 2023 whilst his other accounts were unaffected. Mr M said Revolut didn't tell him it changed his interest-bearing account to a non-interest account, and he would have started a new savings account and upgraded his plan again manually had he known.

Mr M said that Revolut gave different responses for each of his complaints, and he doubts its honesty. He said he was told the change was due to a software upgrade and again that his account continued to receive interest until 5 July 2023 when his plan was downgraded. He said Revolut paid £12.85 for lost interest when his savings disappeared in April 2023, but this is trivial compared to the interest lost from November 2023 to August 2024. He said Revolut downgraded his 'Test 3' account to a non-interest account, against its terms.

Mr M said following his complaint Revolut denied in-app chat support which is discrimination and negligence. He said such facilities are vital to his psychological well-being as he suffers from a condition of which Revolut are aware and anxiety can cause symptoms to return.

Revolut responded to Mr M's previous complaint acknowledging his health condition and his difficulties accessing online account features. Revolut also acknowledged some technical issues and that its agent could have helped Mr M more and refunded his 'Metal' fee of £120. It explained the payment of lost interest and said 'Test 3' isn't savings and no interest is paid.

Revolut responded to Mr M's present complaint about not receiving interest and not being told of the downgrade of his plan. Revolut said its agent had explained to Mr M that the free 'Metal' plan was active on his account from 5 April 2023, as an offer for three months, and for this reason, the plan reverted to the standard plan automatically on 5 July 2023.

Mr M wasn't satisfied with Revolut's response and referred his complaint to our service. He said with respect to the plan downgrade, it appears the £120 compensation transferred him to the 'Metal' plan on a complimentary basis for 15 months, but this wasn't explained. He said Revolut stopping interest had cost him £2,800 and he wants payment for this. Mr M said Revolut should restore his access to in-App chat and pay him £90,000 for distress suffered.

Our investigator didn't recommend the complaint be upheld. He said Revolut has shown the account was downgraded after a free three-month trial period and there was no error when it

reverted to a normal account from the 'Metal' plan. He said there was a two-day delay in opening the account, and Revolut paid Mr M the lost interest of £12.85. The investigator said there was nothing to show that Mr M's account with the name 'Test 3' was an account which would accrue interest, and so no error had been made by Revolut.

Mr M disagreed and said Revolut had deliberately and maliciously misled the investigator: specifically, it downgraded his 'Test 3' account to a non-interest-bearing account in violation of its terms, which state annual plans; *'will automatically renew every year unless you give us notice to end before automatic renewal'*. And Mr M said that in response to his complaint Revolut maliciously cancelled its in-app support. He said Revolut's conduct has significantly increased his anxiety and he's increasing his claim to £390,000 in addition to lost interest.

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'd like to confirm that this service isn't a regulatory body or a Court of Law and doesn't operate as such. Instead, we are an informal, impartial dispute resolution service. And while we do take relevant law and regulation into account when arriving at our decisions, our remit is focussed on determining whether we feel a fair or unfair outcome has occurred – from an impartial perspective, taking all factors and circumstances of a complaint into consideration.

I was sorry to learn that what should have been a straightforward experience of using an interest-bearing account has changed leading to a prolonged and difficult experience for Mr M. Part of my role is to determine whether what took place was fair and reasonable and whether Revolut followed the process correctly. Businesses are obliged to provide consumers with appropriate information so they can make effective, timely and properly informed decisions.

Mr M opened a 'Metal' plan account with Revolut on 7 April 2023, after two days' delay, but said he has no record of receiving interest since November 2023. He said the only transaction recorded in the Revolut App is when he transferred funds from a savings account he opened, 'Test 3', in August 2023.

Mr M is correct to say that he never cancelled the 'Metal' plan. And Revolut's records show there were no withdrawals from any of Mr M's accounts during the period in question, only the withdrawal from his active investment on 5 July 2023 when Revolut downgraded his plan to 'Standard'.

I have looked at Revolut's reasons for this action. Revolut has shown that Mr M's account had a three-month free trial of the 'Metal' plan, and that after this it was changed and stopped accruing interest. The account was automatically reverted to a 'Standard' account on 7 July 2023. Up to this point records show that Mr M's account earned interest. Revolut informed Mr M of a payment of £12.85 in respect of two days' lost interest from 5 to 7 July 2023 in setting up his account and I think this was fair.

I have looked at Revolut's communications with Mr M. On 14 April 2023, Revolut messaged Mr M after the end of his previous annual subscription that it, *'would like to offer you 3 months of free Revolut Metal'* and set out the benefits of the plan. The message went on, *'The Metal plan we will cancel automatically after the trial, but if you love it, we'll gladly set you up with a paid plan in no time'*.

Shortly after this Revolut provided Mr M with a refund of his £120 annual membership for his 'Metal' plan in respect of his previous complaint. I can see that Revolut also messaged Mr M about the reversion of his account and explained that the free plan had been active from

April to July 2023. In answer to Mr M's complaint, Revolut explained how he could upgrade his plan to the 'Metal' plan again if he wished.

From the communications between the parties, I think it ought to have been clear to Mr M that his account was upgraded in respect of a free three-month trial and that without his intervention to keep the plan it would be removed at the end of the trial period.

I appreciate that Mr M feels he had already signed up for an annual plan and didn't require a free trial, but the situation changed when Revolut provided the free trial. So, although a 'Metal' plan would automatically renew when the membership fees have been paid, this would be in a normal ongoing plan situation, not during a free trial when it wouldn't automatically renew.

The account was automatically changed from what Revolut terms a 'savings vault' to a 'pocket', which accrues zero interest, and the funds were moved to another, interest accruing account shortly after this. I haven't found that Revolut acted outside of the terms and conditions of the account in taking this action as it was in respect of the trial not an annual plan.

I haven't found anything in Revolut's records to show that it placed any restrictions on Mr M's access to its chat support function and so I don't think Mr M was prevented from contacting Revolut by this method. Revolut has advised about the means by which the chat support function can be accessed by Mr M, and I can see this information has been available on its website.

I sympathise with Mr M for the loss of interest on his account, and I can see there has been some confusion for him about his accounts, which has caused him distress. And there has been some confusion on all sides with regards to dates. However, I haven't found that Revolut provided Mr M with incorrect information or arbitrarily changed his account terms as he has suggested, and so it wouldn't be fair to require Revolut to pay Mr M for his lost interest.

Mr M has claimed compensation of £390,000 for the distress he has experienced. I was sorry to learn about the impact this episode has had upon his condition, but I would only award compensation where I find a business to be at fault and I haven't found Revolut to have been at fault in this complaint. It is also worth noting that claims of this magnitude are in the realms of damages and only a court make such an award.

We are an informal dispute resolution service and do not replace the courts system, which have wider powers and jurisdiction. Our service seeks to resolve complaints fairly for all parties. I think it's important to explain that my decision is final. I realise that Mr M will be very disappointed by this outcome though I hope he appreciates the reasons why it had to be this way. By rejecting this decision all options remain open to him including legal action.

My final decision

For the reasons I have given it is my final decision that the complaint is not upheld.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 12 June 2025.

Andrew Fraser
Ombudsman