

The complaint

Miss V complains Revolut Ltd (“Revolut”) debited £250 from her account without her knowledge or authorisation.

What happened

The details of this complaint are well known by both parties, so I won’t repeat them again here in detail. Instead, I’ll focus on setting out some of the key facts and on giving my reasons for my decision.

On 13 August 2024, Miss V received £255.40 from a third-party into her Revolut account. Miss V says she doesn’t know who this individual is nor that she was expecting any funds from them. Later, on the same day, Miss V sent £250 to her friend from this account.

Revolut returned £250 to the remitting account providers, for the 13 August 2024 payment, in late September 2024. Miss V’s account was blocked by Revolut as part of a review. Miss V enquired as to why Revolut had deducted £250 from her account without her knowledge. Revolut informed Miss V that the relevant card provider had recalled this payment. Later, Revolut decided to close Miss V’s account with 60 days’ notice.

Unhappy Miss V complained. Revolut didn’t uphold Miss V’s complaint. In summary, it reiterated that the card provider had requested the funds, and Revolut isn’t able to confirm the reason for this. Miss V referred her complaint to this service. One of our Investigator’s looked into Miss V’s complaint, and they recommended it wasn’t upheld. In summary, they made the following key points:

- Before returning the payment to the card provider, Revolut restricted Miss V’s account to carry out a review. Revolut isn’t obligated to explain why it had done this – and it did so fairly
- As they haven’t seen evidence Miss V was entitled to the £250, it was reasonable for Revolut to remove it
- Miss V already spent the £250 by forwarding it to her friend, but if it was her friend that arranged for it to be sent to her account before she forwarded it on, then she’d need to ask her friend to reimburse her

Miss V didn’t agree with what our Investigator said. She added that there should’ve been a balance of £700 left in her account – and as there isn’t she has financially lost out because of what Revolut did. Miss V later added that there was a balance of £750 and she should be left with £950 due to the unknown third-parties credit.

As there was no agreement, this complaint has been passed to me to decide.

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 have decided not to uphold Miss V's complaint. I'll explain why.

Banks in the UK, like Revolut, are strictly regulated and must take certain actions in order to meet their legal and regulatory obligations. They are also required to carry out ongoing monitoring of an existing business relationship. That sometimes means Revolut needs to restrict, or in some cases go as far as closing, customers' accounts. And in some cases, it means withholding funds or returning them to source.

Revolut has provided me with technical information which I'm satisfied shows the payment from the third-party Miss V didn't know, nor expected any funds from, sent her £255.40. Of this Revolut has explained £5.40 was a related charge. Miss V sent £250 to an individual she has described as a friend who had asked her for money.

The key thing here is that Miss V wants Revolut to refund her the £250 – but as she wasn't entitled to the funds paid by the third-party, I can't see she suffered a loss here. In other words, Miss V isn't in a worse position than she would have been. I note she says her account balance at closure should've been much higher, but this isn't because of Revolut deducting the £250.

I can understand why Miss V would want a detailed explanation – but Revolut is under no obligation to do so.

As I don't think Revolut has done anything wrong, I make no direction for it to pay Miss V the £250 she wants. Nor do I find any basis in which to award her any compensation for any distress and inconvenience.

My final decision

For the reasons above, I have decided not to uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss V to accept or reject my decision before 13 August 2025.

Ketan Nagla
Ombudsman