

The complaint

X complains PayPal UK Ltd ("PayPal") reviewed and closed her account and should provide an explanation. X says PayPal has discriminated against her.

What happened

The details of this complaint are well known by both parties, so I won't repeat them again here. Instead, I'll focus on giving my reasons for my 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.

Having done so, I have decided not to uphold this complaint. I'll explain why.

Financial business in the UK, like PayPal, 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 and can make commercial decisions based on the risk a customer, or potential customer, may pose. That sometimes means PayPal needs to restrict, or in some cases go as far as closing, customers' accounts.

PayPal closed X's account after completing an internal review. PayPal has explained and provided me with supporting evidence as to why it acted in this way. Having carefully considered this information, I'm satisfied PayPal acted in line with the terms and conditions of the account in doing so. So, I think PayPal acted fairly and reasonably.

I understand why X wants a detailed explanation, but PayPal is under no obligation to do so. I would add too that our rules allow us to receive evidence in confidence. We may treat evidence from businesses as confidential for a number of reasons – for example, if it contains security information, or commercially sensitive information. Some of the information PayPal has provided is information I consider should be kept confidential.

X says she has been discriminated against based on protected characteristics. I'd like to assure X that I've very carefully considered everything she's said about this. And I want to make clear I do not doubt how genuinely she feels about this matter and the upset PayPal's actions have caused her.

While I appreciate this is X's perspective, it is not my role to decide whether discrimination has taken place as a matter of law – only the courts have the power to decide this. I have, however, considered the relevant law in relation to what X has said when deciding what I think is the fair and reasonable outcome. Part of this has meant considering the provisions of The Equality Act 2010. But after doing so, I've not seen evidence to indicate X was treated unfairly.

As I don't think PayPal has done anything wrong, I see no basis to make an award of compensation nor to direct it to reopen the account.

My final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask X to accept or reject my decision before 28 October 2025.

Ketan Nagla
Ombudsman