

The complaint

Miss G complains that Revolut Ltd closed her personal account and sent funds from her account that she didn't authorise without giving her any explanation or information.

What happened

Miss G has a current account with Revolut. Miss G says she went to use the account and realised it had been temporarily restricted. She contacted Revolut and explained she urgently needed the money in the account and was told that it was restricted due to a security check.

Miss G contacted Revolut again as she'd seen money had been transferred out of her account to a HSBC account she didn't own. Revolut explained that the sender's bank had requested this money be returned due to an error in the transfer, and it wasn't able to share any more details.

Revolut also sent Miss G communication explaining it was closing her account and would not be able to offer her its services. It explained it believed the account was being used in a way which wasn't compatible with their platform.

Miss G made a complaint to Revolut, and Revolut provided a response. In its response it explained it had followed its internal procedures during the review of the account and took these actions in order to meet its legal obligations. It didn't feel it had acted unfairly in closing the account or returning the remaining funds in the account to a sending bank.

Miss G was unhappy with that response and brought the complaint to our service.

One of our investigators looked at the complaint and didn't uphold it. They explained, based on the evidence they had seen they were satisfied that Revolut were acting in line with its terms and conditions and legal and regulatory obligations.

Miss G disagreed so the case has come 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 this complaint. I'll explain why.

I'm aware I've summarised events in this complaint in less detail than the parties and I've done so using my own words. No discourtesy is intended by me in taking this approach. Instead, I've focussed on what I think are the key issues here. Our rules allow me to do this. This simply reflects the informal nature of our service as an alternative to the courts.

If there's something I've not mentioned it isn't because I've ignored it. I'm satisfied I don't need to comment on every individual argument to be able to reach what I think is the right

outcome. I do stress however that I've considered everything that Miss G and Revolut have said before reaching my decision.

I would add too that our rules allow us to receive evidence in confidence. We may treat evidence from banks as confidential for a number of reasons – for example, if it contains security information, or commercially sensitive information. It's then for me to decide whether it's fair to rely on evidence that only one party has seen. It's not a one-sided rule; either party to a complaint can submit evidence in confidence if they wish to, and we'll then decide if it's fair to rely on it. Here, the information is sensitive and on balance I don't believe it should be disclosed. But it's also clearly material to the issue of whether Revolut has treated Miss G fairly. So, I'm persuaded I should take it into account when deciding the outcome of the complaint.

Account block

I understand the concerns and worry Miss G had when she found out her account was blocked, particularly when she was relying on being able to use the account. But banks and payment service providers in the UK 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 banks need to restrict, or in some cases go as far as closing customers' accounts.

I've considered the basis of Revolut's review and decision to block Miss G's account as well as the terms and conditions of the account. The terms set out that Revolut can suspend the account immediately in certain circumstances. Based on the evidence I've been provided, including the information that's been provided to our service in confidence, I'm satisfied Revolut's block and review was legitimate and in line with its legal and regulatory obligations, and terms and conditions of the account.

Account closure

Banks are entitled to end their business relationship with a customer, as long as this is done fairly, doesn't breach law or regulations and is in keeping with the terms and conditions of the account.

The terms and conditions of the account which Revolut and Miss G had to comply with, say that it could close the account by giving at least two months' notice. And in certain circumstances it can close an account immediately or with less notice.

In this instance Revolut closed the account immediately with no notice. Having looked at the information given to me, I'm satisfied it was entitled to close the account in the way that it has done. Revolut had written to Miss G to explain its actions on the account and in doing so signposted her to the relevant parts of its terms and conditions that it was exercising this action under. So, I can't conclude that Revolut treated Miss G unfairly when it closed the account and I won't be directing Revolut to reopen the account.

Funds returned to source

Miss G wants the money she says was hers, that was taken from her account and sent back to a third party bank. She has provided evidence and explanation that explains why she was receiving funds from a third party.

I've also seen evidence that Revolut has looked at as part of its review. Having reviewed everything that Revolut and Miss G has told and sent us, I'm satisfied Revolut has acted fairly in sending the funds back to the third party, and that it was acting in accordance with its

legal and regulatory obligations when it did so. And the terms of Miss G's account allow it to do so. I appreciate Miss G would want to know more about the reasons for Revolut's decision, but Revolut isn't obliged to provide an explanation for its decision to Miss G, it wouldn't be appropriate for me to compel it to do so.

My final decision

For the reasons I've explained, my final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss G to accept or reject my decision before 29 July 2025.

Simon Yates
Ombudsman