DRN-5727109

Financial Ombudsman Service

The complaint

Mr H complains about the service received from Revolut Ltd ("Revolut") following the closure of his account with it. In particular, he is unhappy with the time it took for him to receive funds credited to his account after it was closed from Revolut.

What happened

Mr H closed his account with Revolut in March 2025. Following this several refunds were received into Mr H's closed account.

Mr H emailed Revolut on 28 March requesting the remaining funds to be sent to an account he held with an external bank.

Revolut responded to this on 2 April advising that due to strict security measures in place it needed to identify Mr H before it could help and requested information from Mr H to complete its verification process. Revolut sent a further email requesting this information again by email on 17 April.

Mr H says he never received these emails and sent further emails to Revolut requesting the withdrawal of his funds on 1, 8, 10 and 21 April and raised a complaint with Revolut.

Having not received a satisfactory response Mr H brought his complaint to this service.

Revolut say that it didn't complete the withdrawal request because it never received a response from Mr H to its verification emails.

Having been advised of this Mr H sent a new email to Revolut on 29 May responding to the verification questions and Revolut responded to this on 30 and 31 May requesting more information.

Further emails were sent between Mr H and Revolut but because Mr H hadn't provided all the information or answers to the questions requested and wasn't receiving all Revolut's emails, there was a delay and the funds Revolut were holding weren't transferred to Mr H's account until 9 July after this service requested the return of the funds on Mr H's behalf and Revolut agreed to make an exception to its processes and to accept this as verification.

One of our investigator's looked into Mr H's concerns and after considering all the evidence thought that Revolut had followed its correct processes and done all it could reasonably do to assist Mr H in the withdrawal of his funds. They thought Revolut had successfully sent emails and responded to Mr H from April until the withdraw was complete and thought the delay on this was likely due to Mr H not receiving a number of Revolut's emails due to an external issue and through no fault or error on Revolut's part and so didn't think Revolut had done anything wrong.

Mr H disagreed. He says there is no credible evidence that Revolut emailed him and wants to be compensated for the five month wait it took before his funds were credited to him. Mr H has asked for an ombudsman's decision on the matter.

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 hope that Mr H won't take it as a discourtesy that I've described and condensed this complaint in the way that I have. Ours is an informal dispute resolution service, and I've concentrated on what I consider to be the crux of the complaint. Our rules allow me to do that. And the crux of Mr H's complaint is regarding the service he received from Revolut when he requested it transfer his remaining funds held with it.

It might be helpful for me to say here that as we are not the regulator, I cannot make Revolut change its policies or processes – such as how withdrawal requests are actioned or when customer verification is deemed necessary. These are commercial decisions and not something for me to get involved with. Nor is it my role to say what regulatory requirements it must abide by or to punish or penalise Revolut for the mistakes it makes – that is the role of the regulator in this case the Financial Conduct Authority.

My role rather is to see whether Revolut have made a mistake or treated Mr H unfairly and if it has decide what Revolut needs to do to put that right.

And having considered all the evidence carefully including Mr H's testimony and Revolut's records and emails, I'm in agreement with our investigator and don't think there is anything much more of use I can add.

Although as stated above it's not my role to say what processes Revolut should have in place when it comes to the closure of a customer's account and the withdrawal and transfer of funds held with it, I don't think it unreasonable that before it does this Revolut insists that the customer is verified prior to actioning this request.

As I'm sure Mr H appreciates this is to protect both customers and businesses against any fraudulent activities and to safeguard a customer's funds. So I don't think Revolut did anything wrong when failed to action Mr H's withdrawal request without first receiving the information it asked for that it deemed necessary to verify Mr H was who he said he was.

Unfortunately, this process took much longer than it should have due to what appears to be Mr H not receiving emails from Revolut requesting this information. Mr H believes it is an error on Revolut's side that he didn't receive these emails, and I don't doubt that Mr H didn't receive the emails.

But having looked at all the evidence, I'm not persuaded that non receipt of the emails is due to an error on Revolut's part or something that was in its control. I say this as the emails were correctly addressed and provided all the information on what Mr H needed to do in order to access his funds. I appreciate Mr H doesn't believe this evidence to be credible or enough, but I've not seen anything to suggest Revolut didn't send these emails or why they weren't or couldn't be delivered properly. And so based on the evidence I have seen, I can't say that Revolut have done anything wrong or treated Mr H unfairly.

So although I accept Mr H has been inconvenienced at a time which personally is very difficult for him - for which I sympathise - as I can't say the issues Mr H had with receiving his outstanding funds were due to a mistake or error on Revolut's behalf. And as Mr H has now received the outstanding funds – following Revolut making an exception to its verification checks - I don't think there is anything more Revolut needs to do.

My final decision

For the reasons I've explained, I do not uphold Mr H's complaint against Revolut Ltd.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr H to accept or reject my decision before 15 September 2025.

Caroline Davies
Ombudsman