DRN-5751418

The complaint

Mr T complains that Wise Payments Limited (Wise) closed his account without providing any reason or explanation.

What happened

Mr T held an account with Wise which he says he used for receiving payments for work he carried out as a freelance designer and programmer. On 17 October 2024, following an internal review, Wise wrote to Mr T to explain that it had closed his account and were unable to provide any specific reason as to why.

Mr T raised a complaint with Wise who issued its final response letter (FRL) dated 30 January 2025 where it explained the decision to close the account had been taken carefully and that it was unable to provide any further information on what led to this decision being made. It explained that it had the right to close accounts immediately in certain circumstances as set out in its Customer Agreement document (the terms and conditions of the account). It explained that possible reasons for the closure were also set out in these terms and conditions.

Mr T remained unhappy so referred his complaint to our service. One of our Investigator's looked into it, and they recommended it wasn't upheld. In summary, they said Wise was able to close the account in the way it did and was satisfied it'd done so in line with the terms and conditions of the account; and that Wise weren't required to share a reason for doing so.

Mr T disagreed. He's said he doesn't agree he breached any of the terms and conditions. He's explained that Wise's decision has affected his personal wellbeing and that of his loved ones. Mr T has said he would like Wise to reactivate his account.

He asked for a final decision by an ombudsman, so his complaint has now been passed to me for a final 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.

Wise has strict legal and regulatory requirements it must meet whilst it provides accounts for its customers. Part of these require Wise to monitor its customers' accounts, and this sometimes means it may carry out a review, the result of which might mean an account is closed.

Mr T has said he finds it unfair the account was closed without warning. Before Wise closes an account, it must do so in a way, which complies with the terms and conditions of the account. The terms and conditions of the account, which Wise and Mr T 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.

Wise has provided some further details of its decision-making process, that I am treating in confidence. This is a power afforded to me under DISP 3.5.9R(2) of the Dispute Resolution Rules. I'm sorry but I can't share this information with Mr T due to its commercial sensitivity. A description of this information is that it relates to account activity and is of a nature which justifies Wise's decision to close Mr T's account. I appreciate Mr T doesn't believe he breached any of the terms and conditions, but I've seen nothing within these details provided by Wise to suggest its decision around closing Mr T's account was unfair or that it needed to provide notice. Mr T has also said he wasn't given the opportunity to present evidence to Wise. But I don't find that it needed to give him this.

On balance when considering Wise's wider regulatory responsibilities and all the information available to me, I find Wise had a legitimate basis for closing Mr T's account without notice and not telling Mr T why. So, I don't find Wise treated Mr T unfairly when it closed his account.

Wise is under no obligation to tell Mr T the reasons it no longer wants him as a customer as much as he'd like to know. So, I can't say it's done anything wrong by not giving Mr T this information. And it wouldn't be appropriate for me to require it do so.

Mr T has said Wise's decision to close his account has impacted his, and his loved ones, personal wellbeing. And that someone close to him is currently suffering from serious medical conditions. I'm sorry to hear of this and how Wise's decision has affected Mr T and his loved ones. But Wise is entitled to close an account with him just as Mr T is entitled to close his account with it. It's generally for banks and financial businesses to decide whether or not they want to provide, or to continue to provide, banking facilities to any particular customer. Unless there's a very good reason to do so, this service won't usually say that a bank or financial business must keep a customer or require it to compensate a customer who has had their account closed.

As I don't think Wise has done anything wrong, I see no basis for it to reactivate the account or award any compensation to Mr T for any financial loss, distress, or inconvenience he has suffered.

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 Mr T to accept or reject my decision before 14 October 2025.

Mark Louth
Ombudsman