

The complaint

Mr W complains that Wise closed his existing account without notice after he applied for a USD account with it.

What happened

Mr W held an account with Wise that had been open since 2021 and on 8 June 2025 applied for a USD account so he could receive payments from an agency based in Australia. As a part of the account opening process, for verification purposes, Mr W was asked to submit a bank statement which he did. This was however rejected by Wise as the address was a P.O. Box - something Wise explained to Mr W they were unable to verify.

Mr W asked Wise if he needed to amend the document to remove the P.O. Box but has said he only received automated or vague replies. Mr W then later submitted another bank statement, which he had edited to remove the P.O. Box address. Wise then closed Mr W's account without notice and, when asked, would not provide a reason for doing so. Mr W submitted an appeal to Wise but this was rejected.

Mr W submitted a complaint to Wise who responded in its final response letter (FRL) dated 11 June 2025 where 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 the terms and conditions.

Mr W 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 W disagreed. He's said he doesn't agree he breached any of the terms and conditions or that Wise's decision to close his account was proportionate. Mr W has also said that while he understands Wise can provide evidence to this service in confidence, he doesn't believe the reason for the account closure should be caught by this confidentiality. Mr W says this causes him to be left with assumptions about what happened and a lack of trust.

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

Wise has strict legal and regulatory requirements it must meet whilst it provides accounts for

its customers. They can broadly be summarised as a responsibility to protect persons from financial harm, and to prevent and detect financial crime. This sometimes means an account may be restricted or, in certain cases, closed.

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 W 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.

I understand Mr W has said he believes Wise's reasons for closing his account shouldn't remain confidential, but this is a power afforded to me under DISP 3.5.9R(2) of the Dispute Resolution Rules. Wise has provided some further details of its decision making process, that I am treating in confidence. I'm sorry but I can't share this information with Mr W due to its commercial sensitivity. A description of this information is that it's of a nature which justifies Wise's decision to close Mr W's account. I appreciate Mr W 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 W's account was unfair. 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 W's account and not telling Mr W why. So, I don't find Wise treated Mr W unfairly when it closed his account.

Wise is under no obligation to tell Mr W 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 W this information. And it wouldn't be appropriate for me to require it do so.

Mr W has said he doesn't feel Wise's decision to close his account was proportionate. Wise is entitled to close an account with him just as Mr W 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 award any compensation to Mr W 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 W to accept or reject my decision before 26 September 2025.

Mark Louth
Ombudsman