

## **The complaint**

Mr B complains that Revolut have closed his account following payments he received in January 2025. Mr B is unhappy Revolut won't provide him the exact reason they have closed the account.

## **What happened**

In March 2025 Revolut contacted Mr B to ask him about two payments he had received earlier that year. Mr B responded with an explanation as to where the payments had come from along with some documentation to support his claim.

Having considered this as a part of an internal review, Revolut made the decision to close Mr B's account immediately on 1 April 2025.

Mr B complained to Revolut who responded with its final response letter (FRL) dated 12 May 2025 explaining it was unable to uphold his complaint. Mr B 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 that Revolut had complied with their terms and conditions and having considered the evidence Mr B had provided Revolut regarding the two payments in question; could understand why Revolut weren't satisfied and felt they had fairly closed his account without notice.

Mr B didn't agree. He's said that he has a clean name and has never engaged in any behaviour that could be considered suspicious or improper. He's said this situation has had a significant impact on his mental health and he's corresponded with the third party who sent these payments who has confirmed that no chargeback has been made. Mr B has added that he's firmly of the belief he's done nothing wrong and that this account was his primary bank account – meaning the closure has caused severe disruption to his day-to-day life.

He 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.

Revolut has strict legal and regulatory requirements it must meet whilst it provides accounts for its customers. Part of these require Revolut 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.

I understand that Mr B has said he's never engaged in any behaviour that could be considered suspicious or improper and that the third party who sent the payment never made a chargeback, but Revolut is entitled to close an account just as a customer may close an account with it. Before Revolut closes an account however, 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 Revolut and Mr B had to comply with, say that it could close the account by

giving him at least two months' notice. And in certain circumstances it can close an account immediately.

Revolut has provided details of its decision making process, that I am accepting in confidence - which 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 B due to its commercial sensitivity. A description of this information is that it sets out Revolut's concerns over activity which does not align with its policy. On balance when considering Revolut's wider regulatory responsibilities and all the information available to me, including the evidence Mr B submitted to Revolut, I find it had a legitimate basis for closing Mr B's account without notice and not telling Mr B why. So, I don't find Revolut treated Mr B unfairly by deciding to close his account.

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

I'm sorry to hear that Mr B's mental health has been impacted by his account being closed, and I understand he's said having this account shut has caused severe disruption to his day-to-day life. But as I don't think Revolut has done anything wrong, I see no basis for it to award any compensation to Mr B 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 B to accept or reject my decision before 16 February 2026.

Mark Louth  
**Ombudsman**