

The complaint

H complains that Amazon Payments UK Limited (“APUK”) have unfairly deactivated its account and restricted access to its account balance.

H is represented in bringing its complaint to us by its owner, Mr K.

What happened

H is a seller on Amazon. In late 2024, APUK asked H to re-verify its business documents as part of a ‘Know Your Customer’ (KYC) account review. H says that despite submitting all the necessary documentation, the account was deactivated by APUK.

H appealed to APUK on numerous occasions. Mr K told us he provided original government-issued documents and was interviewed on a video call as part of this process. However, the account remained deactivated.

H complained to APUK who didn’t uphold the complaint. They said they had investigated the matter, but the account would remain closed as they were unable to successfully process H’s information relating to its ‘Selling on Amazon’ payment account.

Further appeals were submitted to APUK by H in May and June 2025. As he remained unhappy with their responses, Mr K brought the complaint to us. One of our investigators looked into the matter but didn’t uphold the complaint as she was satisfied that APUK had acted in line with its terms of business.

Mr K asked for an ombudsman to review the matter. He said H fully complied with the KYC requests and APUK had provided no specific evidence to explain why the account remained deactivated, leaving H unable to access its account balance. He said APUK’s actions were neither proportionate nor transparent in this matter. So, the complaint has been passed 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.

I’ll start by reiterating what our investigator explained about our jurisdiction in this case. I will be considering the actions of APUK alone and not any of the other involved subsidiaries of Amazon who are involved in this matter, as their actions fall outside the jurisdiction of the Financial Ombudsman Service.

APUK must take certain actions in order to meet their legal and regulatory obligations including carrying out periodic reviews of the information they hold on file about their customers. These are often referred to as KYC reviews.

In principle, I have no concerns about APUK’s decision to carry out a KYC review of H’s account. So, this decision will focus on whether APUK have treated H fairly in the circumstances of this complaint.

I understand Mr K's frustration that APUK haven't clarified why the information he has provided to them for the KYC review hasn't been acceptable. As part of our review, our investigator requested extensive details from APUK to allow us to determine whether they had treated H fairly. APUK provided this information, however, for confidentiality reasons linked to the nature of APUK's obligations, I can't disclose this information to H.

APUK deactivated H's account in late 2024. I acknowledge the impact this action has had and is having on Mr K, however, financial businesses such as APUK are entitled to restrict a customer's account, if they do so in a way that complies with the terms and conditions of the customer's account. And having reviewed APUK's User Agreement, I'm satisfied they were entitled to take the action they did under section 5.3 of this agreement.

APUK aren't obliged to disclose the reasons for their decision to Mr K, however our service is able to investigate the reasons behind a financial business's decision - which I've done before reaching my conclusion.

I'm satisfied APUK's decision to deactivate H's account was reasonable. I recognise my decision will be frustrating for Mr K, but I hope he can take some comfort from knowing that an independent third party has carried out an investigation into APUK's actions.

As I've noted above, the funds in the account are being held by a subsidiary of Amazon, one which falls outside of our jurisdiction, so I am unable to make any comment on the actions taken by that entity.

My final decision

My final decision is that I don't uphold this complaint for the reasons I've detailed above.

Under the rules of the Financial Ombudsman Service, I'm required to ask H to accept or reject my decision before 16 January 2026.

Tara Richardson
Ombudsman