

### **The complaint**

K, a company, complains that Revolut Ltd charged £10 a month for a business account when its director had asked for the account to be closed.

Mr S makes the complaint as a director of K.

### **What happened**

On 25 February 2025 Mr S contacted Revolut in respect of K's business account. He had received notification by email that from March 2025 Revolut would be charging £10 a month. It had been free to use before this and Mr S decided that he couldn't afford the fee. So he asked Revolut through its online chat to close the account. The agent advised Mr S how to do this by providing a link.

He didn't do this and Revolut then started debiting the monthly charge from K's account.

Mr S contacted Revolut again on 8 April, complaining that the £10 had been charged to K's account. He requested a refund. Revolut declined to provide this. It advised this Service that Mr S had been using the account, carrying out three currency exchanges since 25 February.

Mr S then advised Revolut that he wasn't able to close his account as he couldn't transfer the funds as they were below a minimum amount. By the time he contacted Revolut there was a negative balance which he needed to clear to close the account. Though he raised his previous inability to close the account on 8 April, Revolut explained that he still needed to clear the negative balance.

Mr S contacted Revolut again on 8 May 2025. He had brought the account balance back to zero and wanted to close it. He explained his app wasn't working. Revolut's agent advised they could do this for him, but he needed to take a selfie for identification purposes. Mr S said he didn't have a camera, so he wasn't able to proceed.

On referral to the Financial Ombudsman Service, our Investigator ultimately found that as Mr S continued to use the account and was aware that a £10 monthly fee would be charged, they were unable to say Revolut had treated him unfairly.

Mr S didn't agree and the matter has been passed to me for an Ombudsman's consideration.

### **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 note that Mr S contacted Revolut when he received the email notification that it was going to commence charging for K's business account. I think that was sufficient notice and Revolut is entitled to change the terms of its accounts as long as it gives notice.

When Mr S first contacted Revolut on 25 February 2025, I understand that he had sufficient

monies in the account to make a transfer out and thus close the account. He transferred monies out on that day but not the full amount. He then carried out currency exchange transactions on 14 March, 25 March and 8 April. Though he disputed having to pay the £10 fee, and that brought the account down to a negative balance.

I know that Mr S first raised concerns about not being able to transfer small amounts on 14 April. But as the agent on the chat line advised, he hadn't previously contacted Revolut about this. He could have added to the account to enable the transfer to take place but by that stage he couldn't close it because of the negative balance. Revolut continued to advise this when he contacted them again on 28 April.

As regards the chat on 8 May, I understand that the account had been brought up to zero. As he said he had problems using the app Revolut agreed to close it for him. But it required him to take a selfie for identification.

As Mr S said he didn't have a camera, he couldn't go through the process. However, I think that Revolut acted reasonably in respect of its process for identification. I bear in mind that Revolut provides online only accounts, so it would be expected that customers would access their accounts through an online process. I note also that Mr S was attempting to access the app so it would be reasonable for Revolut to expect that this would be done on the phone with a camera.

Overall, I think that Mr S would have been able to close his account when he first contacted Revolut. He was aware that it would start charging for the account in March 2025 but still used the account to make currency exchange transactions. I think in light of that Revolut reasonably applied the monthly charge and that it took reasonable steps to help Mr S close the account.

### **My final decision**

I don't uphold the complaint

Under the rules of the Financial Ombudsman Service, I'm required to ask K to accept or reject my decision before 19 December 2025.

Ray Lawley  
**Ombudsman**