

## **The complaint**

H complain Wise Payments Limited (“Wise”) closed their account and failed to reasonably consider H’s explanation. H also complain they weren’t given fair opportunity to provide the information Wise requested.

## **What happened**

The details of this complaint are well known by both parties, so I won’t repeat them again here in detail. Instead, I’ll focus on setting out some of the key facts and on giving my reasons for my decision.

Wise closed H’s account with immediate effect after it had attempted to make payments using the debit card of the director’s partner. H say they did this inadvertently as their card hadn’t arrived and as H were unaware of Wise’s policies. H complained and Wise didn’t uphold their complaint.

In short, Wise said it had followed its terms and conditions and that it had requested a bank statement showing H’s card payment for a transfer. But Wise didn’t receive a response from H. And following further checks, Wise decided to close the account. Wise also informed H that due to its regulatory obligations it couldn’t provide any more information about this.

H referred their complaint to this service. One of our Investigator’s looked into H’s complaint, and they recommended it wasn’t upheld. In summary, they said Wise had requested documents from H on more than one occasion and these were not received before a decision to close the account had been made. They added that Wise had acted in line with their own standards and obligations.

H didn’t agree with what our Investigator said. The key points H made were:

- H didn’t receive any email or notification from Wise requesting a bank statement before the account was closed. H only became aware after the closure, and then submitted the documents to appeal Wise’s decision
- H are willing to provide any information needed to confirm the legitimacy of their business. H’s position here hasn’t fairly been considered

As there was no agreement, this 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.

Having done so, I have decided not to uphold this complaint. I’ll explain why.

Wise are strictly regulated and must take certain actions in order to meet its legal and regulatory obligations. Wise is also required to carry out ongoing monitoring of an existing

business relationship. That sometimes means Wise needs to restrict, or in some cases go as far as closing, customers' accounts

Wise has provided an explanation and supporting evidence to show why it reviewed H's account. I'm satisfied Wise did so in line with its obligations.

Wise is entitled to close an account just as a customer may close an account with it. But 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 H had to comply with, say that it could close the account by giving them at least two months' notice. And in certain circumstances it can close an account immediately or with less notice.

Wise closed H's account with immediate effect, and it's provided this service with an explanation and supporting evidence as to why it acted in this way. Having carefully considered this, I'm persuaded Wise acted in line with its terms and conditions in doing so. I know H would want a detailed explanation for this, but Wise is under no obligation to do so.

I note that H say they weren't given fair opportunity to provide the information Wise had requested before closing the account – and that it's always been willing, once learning of this, to do so. The information I have from Wise shows that it did ask for this information from H. But even if I were to accept that H didn't receive this or that it had fair opportunity to respond, I don't think it would make a difference to the outcome of this complaint. I say that because the information Wise has shared with me about its reasons to close the account were enough for it to have acted in the way it did.

As I don't think Wise did anything wrong, I see no basis in which to direct it to re-open the account nor for it to pay H any compensation for the inconvenience this has caused them.

### **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 H to accept or reject my decision before 18 December 2025.

Ketan Nagla  
**Ombudsman**