

The complaint

Mr A complains Revolut Ltd closed his account due to an error on its part by incorrectly identifying and registering his name. Mr A says Revolut should recognise its error and reinstate his account.

What happened

The details of this complaint are well known by both parties, so I won't repeat them again here. Instead, I'll focus on giving my reasons for my 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.

As a UK financial business, Revolut is strictly regulated and must take certain actions in order to meet its legal and regulatory obligations. Revolut is also required to carry out ongoing monitoring of an existing business relationship. That sometimes means Revolut needs to restrict, or in some cases go as far as closing, customers' accounts.

Revolut is entitled to close an account just as a customer may close an account with it. But before Revolut 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 Revolut and Mr A 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 or with less notice.

Revolut closed Mr A's account with two months' notice. Revolut has provided an explanation and supporting evidence as to why it did this. Having carefully considered this, I'm satisfied Revolut acted in line with the terms of the account, and importantly, hasn't done so due to an error in verifying Mr A's name. I can understand why Mr A would want a detailed explanation, but Revolut is under no obligation to do so.

As I don't think Revolut did anything wrong, I see no basis in which to direct it to reopen Mr A's account nor to pay him any compensation for the distress and inconvenience he may have 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 A to accept or reject my decision before 5 January 2026.

Ketan Nagla
Ombudsman

