

The complaint

Ms D complains that Revolut Ltd delayed processing a six-figure payment she'd transferred to her account.

What happened

On 14 July 2025, Ms D transferred over £180,000 from an account she held with another bank to Revolut. But it was not credited to her account until 18 July 2025.

Ms D complains that Revolut:

- Delayed crediting her account with the funds she'd transferred.
- Did not disclose the involvement of a third party bank and left her to believe her money had been lost, stolen or had been withheld indefinitely.
- Handled her complaint poorly. It did not acknowledge fault for what happened.
- Provided poor customer service.
- Breached FCA rules.

Ms D wants Revolut to explain why a third party bank was used and why the checks took five days. Increase its compensation from £60 to reflect the trauma and inconvenience of her life savings disappearing. She would have earned more in interest had the funds been in her account. Ms D said she'd been left with around £90 in her account to pay bills. She wants Revolut to guarantee this will not happen again.

The investigator initially thought that Revolut should pay Ms D £150 for any distress and inconvenience and pay interest at 8% simple on the funds for three days. Revolut accepted the investigator's recommendation to pay £300. But it did not agree that it should pay 8% interest as the investigator had found that the checks were reasonable.

The investigator reviewed everything and said that Revolut did not have to pay the interest. Ms D did not accept what the investigator said. She responded to make a number of points, including:

- Revolut breached FCA rules and is getting away with it.
- The compensation should be much higher and punitive to reflect Revolut's revenue - £150 is nothing to Revolut, it is being let off the hook.

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.

My role is to determine what is fair and reasonable in the individual circumstances of this complaint. If I find that Revolut has not acted fairly or reasonably, then I can award compensation to reflect any financial loss and distress and inconvenience the mistake caused Ms D. But I do not have the power to make awards to punish Revolut. And while I can take into account the relevant rules to decide what is fair and reasonable, it is not for me to decide if there has been a breach of any rules.

While I understand why Ms D might find this hard to accept, I should start by saying I do not consider that Revolut was at fault for the delay in the payment reaching Ms D's account. It has explained that there were legal and regulatory checks carried out by a third party – and its terms and conditions give that as a reason why payments may be delayed. That is a reasonable explanation for the delay.

In saying that, I agree the service provided by Revolut was poor. In the circumstances, it might not have been able to give Ms D a full explanation of what was happening because of the nature of the checks that were being carried out. But it ought to have understood that there was a significant amount of money involved and the worry caused to Ms D when the payment was not received as expected. Revolut should have done more than it did to explain what was happening and provide some reassurance that the funds had not been lost or stolen.

This was a significant amount of money and I accept everything Ms D has told us about the impact on her, it must have been extremely stressful. But even if Revolut had done more to meet her information needs, it was unlikely to be able to give Ms D the full transparency she wanted – and I've found there were legitimate reasons for the delay. So there would always have been a degree of unavoidable distress and inconvenience caused because of the delay.

In all the circumstances, I consider £150 is a fair amount to reflect the distress and inconvenience caused by the poor service and communication from Revolut.

My final decision

My final decision is that Revolut Ltd should pay Ms D £150.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms D to accept or reject my decision before 8 January 2026.

Ken Rose
Ombudsman