

## The complaint

Mr A complains that Wise Payments Limited ('Wise') unfairly closed his account.

## What happened

The detailed background of this complaint is well known to both parties. So, I'll only provide a brief overview of some of the key events here.

Mr A had an account with Wise.

In September 2025, Wise informed Mr A that it had deactivated his account, with immediate effect. The notification advised Mr A that he could appeal Wise's decision, if he wished to.

Mr A got in touch with Wise and requested an explanation for the closure of his account and he explained that he didn't feel he'd been treated fairly by Wise. Mr A added that he had submitted an appeal regarding the account closure, but he wasn't asked for any additional information by Wise. Mr A informed Wise that he had been a victim of a scam and he hadn't been able to explain his circumstances, before Wise decided to close his account.

Wise issued a final response in September 2025. In summary, it said:

- The decision to deactivate Mr A's account was correct and in line with its customer agreement
- Wise couldn't provide information regarding the reason for the account closure to Mr A, due to regulatory constraints
- If Mr A considered he was a victim of a scam, he should report this to his local authorities

Mr A referred his complaint to this service. He explained he'd been tricked into believing he'd been given a job as a financial manager, and he needed to receive payments into his accounts and forward them on to the company he thought he was working for.

Mr A said he subsequently realised something was wrong after victims of the scam filed reports with their banks. Mr A said one of the banks he had an account with gave him the opportunity to explain what had happened and allowed him to keep his account because it recognised that he too was a victim of a scam.

Mr A didn't feel Wise had given him the chance to properly explain what had happened before closing his account and he'd been treated as though he was guilty of wrongdoing, without Wise considering the facts of the situation.

Mr A added the matter had caused him inconvenience as he couldn't send payments he needed to and the closure of his account affected his mental wellbeing.

One of our Investigators looked into things and didn't uphold the complaint. In short, they said:

- Wise wasn't obligated to continue offering an account to a customer, if it didn't wish to do so, as long as it acted in line with the terms and conditions of the account
- Although it would've been stressful for Mr A to have had his account closed abruptly, without the chance to discuss the matter first, the account terms confirmed that Wise could close an account immediately in certain circumstances. So, Wise hadn't treated

Mr A unfairly by closing his account in this way

- Wise didn't need to provide a reason to Mr A regarding why it had closed his account
- Mr A considered another financial business had investigated the matter properly and his account was reinstated with it. This wasn't something we could comment on and Wise had made a commercial decision to close Mr A's account, which it was entitled to take

Mr A disagreed. He didn't feel that Wise had treated him fairly and he reiterated that he was a victim of a scam.

Mr A was subsequently asked by our Investigator for additional information regarding the scam and the actions he took following this. Mr A added that he wasn't paid a salary after he began what he thought was a legitimate job and there wasn't a contract or agreement provided.

Mr A asserted that he'd always used his Wise account appropriately and that Wise hadn't fully understood Mr A had been a victim of a scam and he too had been caused harm.

As no agreement could be reached, the matter 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.

The customer agreement for the account that Mr A and Wise had to comply with, says that it could close an account by giving at least two months' notice. And in certain circumstances it could close an account immediately.

Having looked at the information given to me by Wise, I'm satisfied Wise acted fairly and reasonably here and it was entitled to close the account in the way it did. Wise has shared information about why it decided to close Mr A's account with this service. But Wise isn't obliged to share this information with Mr A.

I'd also add that our rules allow us to receive evidence in confidence. I may treat evidence from financial businesses as confidential for a number of reasons – for example, if it contains security information, or commercially sensitive information. Some of the information Wise has provided is information I consider should be kept confidential.

I acknowledge that Mr A says he was given the chance to explain his situation regarding the scam to another of his account providers, which resulted in his account remaining open. My consideration of Mr A's complaint only extends to the actions of Wise here. And I must highlight that each business has its own criteria and risk assessment for deciding whether to continue providing accounts.

I note Mr A says he was given the opportunity to appeal Wise's decision to close his account, but he feels that Wise hadn't taken into consideration the full facts regarding the matter, and it hadn't acted with transparency in its decision to close Mr A's account. I've thought carefully about Mr A's concerns, but I don't find Wise treated Mr A unfairly by closing his account in the way it did – considering the wider circumstances here and information Wise has provided to me in confidence.

I am also mindful of Mr A's comments regarding Wise's regulatory obligations to treat customers fairly. I'd like to assure Mr A that in considering what is fair and reasonable in all

the circumstances of the case, I've taken into account all relevant law and regulations; regulators' rules, guidance and standards; codes of practice; and where appropriate what I consider to have been good industry practice at the relevant time.

Overall, I appreciate Mr A has been through a challenging time and the matter has caused him a significant amount of trouble and upset. But having considered everything, I think Wise have acted reasonably in the circumstances of the complaint - so I won't be directing Wise to do anything to put things right.

### **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 24 April 2026.

Khadijah Nakhuda  
**Ombudsman**