

## **The complaint**

Mr A complains that Wise Payments Limited closed his account.

## **What happened**

The circumstances of this complaint are well known to both parties, so I won't repeat everything in detail. Instead, I will provide a summary and focus on giving the reasons for my decision.

Following an account review, Wise decided to restrict Mr A's personal account and subsequently closed it. Wise said this was because Mr A breached the accounts 'Acceptable Use' policy as he was using the account for business purposes.

Mr A referred his complaint to this service. One of our investigators looked into what had happened. But he concluded that Wise's decision was fair.

Mr A disagreed, so the 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.

I'm very aware that I've summarised Mr A's complaint points. And I'm not going to respond to every single point made by him. No discourtesy is intended by me in taking this approach. Instead, I've focused on what I think are the key issues here. This simply reflects the informal nature of our service as a free alternative to the courts. If there's something I've not mentioned, it isn't because I've ignored it. I'm satisfied I don't need to comment on every individual point to be able to reach what I think is a fair outcome. But I want to assure Mr A that I have read all his submissions.

Having done so, I've reached the same conclusions as the investigator for broadly the same reasons. I know Mr A will be disappointed as I can see how strongly he feels about this matter, So, I'll explain why.

Wise wrote to Mr A on 26 August 2025 saying it would close his account on 24 November 2025. But it restricted the use of the account from 26 August 2025. I consider this to be an immediate closure given Mr A was no longer able to transfer money in or out of his account once the restriction was in place. So, I've thought about whether Wise acted fairly in taking the action it did.

The terms and conditions that applied to Mr A's personal account have been set out by the investigator, so I won't repeat all the details again here. But, in summary, this complaint turns on Wise's Acceptable Use policy which says personal accounts should not be used for business purposes.

Mr A has told us he works freelance and receives payments from his clients. While Mr A says he's not a registered business, I'm satisfied the activity Mr A describes is business use

rather than personal use. So, it follows that I'm satisfied Mr A's account usage breached Wise's Acceptable Use policy.

Mr A says that Wise should have notified him clearly of this policy. But I've found Wise's terms to be clear, and Mr A would have agreed to them when he opened the account. In addition, I've seen that Wise did tell Mr A in late 2024, that his account should not be used for business purposes. So, I'm persuaded Mr A should have been reasonably aware - from at least late 2024, that continuing to use his account for business purposes could have consequences. But he continued to use his account to receive payments from his clients.

Mr A has also said that the closure of his account has caused inconvenience. But I've seen that the funds in Mr A's account were returned to his nominated bank account when Wise restricted his account. So, Mr A always had access to his funds and was able to continue to send and receive payments all be it using a different account/method. I acknowledge that the cost of using a different method would have been more than using his Wise personal account. But that's because the cost of operating a personal account is cheaper as personal accounts are not intended for business use.

Overall, I'm satisfied that Wise didn't do anything wrong when it restricted Mr A's account and subsequently closed it.

I understand that Mr A feels a reasonable alternative would be for Wise to offer him a business account. But Wise has explained that it doesn't offer business accounts in Mr A's country of residence. I find this to be a fair exercise of Wise's commercial discretion. So, I can't say Wise has treated Mr A unfairly when it couldn't offer him a business account.

In light of the above - while I'm sorry to disappoint Mr A, I won't be telling Wise to take any further action in respect of this complaint.

### **My final decision**

For the reasons given above, I do not 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 February 2026.

Sandra Greene  
**Ombudsman**