

## **The complaint**

Mr M complains PayPal UK Ltd permanently limited his account after he changed his name.

## **What happened**

Mr M changed his name via deed poll and sent PayPal a copy of his overseas passport and a UK driving licence.

PayPal then permanently limited Mr M's account. Mr M complained and PayPal responded to say it couldn't restore Mr M's account.

PayPal said Mr M uploaded his driving licence and following a review the decision was made to permanently limit his account.

Unhappy with this response, Mr M brought his complaint to this service. Mr M also sent this service his updated UK passport, driving licence, utility bill and deed poll.

An investigator looked into Mr M's complaint but didn't think it should be upheld. The investigator said PayPal had concerns about the identity documents Mr M sent in. The investigator said Mr M could try getting them verified by a solicitor.

But the investigator didn't think PayPal had done anything wrong by permanently limiting Mr M's account.

Mr M disagreed and said PayPal told him he posed an excessive risk, but this hadn't been explained to him. Mr M also said there was no evidence his identity documents had failed any sort of verification.

Mr M said he provided all the legal documents he needed to change his name, and hasn't misused his PayPal account or breached any policies. Mr M said PayPal's relied on undisclosed criteria which he can't challenge.

Mr M said he first sent in an overseas passport as he was waiting for his UK passport to be updated. Mr M asked for an ombudsman to decide things.

## **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've looked at the driving licence Mr M sent PayPal when he changed his name and the licence he sent the investigator. It's clear these are two different licences.

Mr M's said his UK passport hadn't been updated, so it's possible Mr M's driving licence also hadn't been updated, so he sent something else in. But regardless of the reasons, I'm satisfied the driving licence Mr M first sent PayPal isn't a valid form of identity.

PayPal's said Mr M sending in a clearly false piece of identification shows he's a fraud risk, and I agree. I think PayPal is exposing itself to an excessive risk by continuing to do business with Mr M.

Since I agree with PayPal about Mr M posing an excessive risk, I think PayPal's acted fairly by permanently limiting Mr M's account.

And I think this even after Mr M's sent in what appear to be valid identification documents. So, I wouldn't advise Mr M to get his genuine, valid identification certified by a solicitor, PayPal made its decision after seeing the first driving licence Mr M sent in.

PayPal's acceptable use policy says users shouldn't provide false, inaccurate or misleading information. I think Mr M breached this term when he sent the first driving licence in, so I can't agree with Mr M when he says he hasn't breached any policies.

And I don't think Mr M could fairly challenge PayPal's decision. Mr M's aware what he sent PayPal the first time around, and I don't think there's a reasonable explanation around why this clearly invalid identification was sent in.

This means I won't be asking PayPal to carry out a further review, I agree with the decision it's reached. And this means I won't be asking PayPal to remove the permanent limitation from Mr M's account or do anything else to resolve his complaint.

### **My final decision**

My final decision is I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 23 March 2026.

Chris Russ  
**Ombudsman**