

The complaint

Mr S complains that Wise Payments Limited closed his personal profile, with the effect that his account was closed.

What happened

Mr S had personal and business accounts with Wise. Initially, his business account was run through a company which I'll call "H" and which Mr S controlled.

H was dissolved early in 2024.

In September 2025 Mr S set up a new company, which I'll call "B". Some funds remained in H's account, and on 4 September 2025 £4,641 was transferred from its account to Mr S's personal account. Mr S then arranged for a transfer of that amount to one of his business suppliers.

Further funds were transferred from H's account to a Crown Nominee account (a government account which receives funds from, for example, dissolved company accounts). There is no complaint about that.

In December 2025, however, over £2,000 was transferred from B's account to the Crown Nominee account. Mr S challenged that transfer, and Wise accepted that had been an error. Those funds were returned in early January 2026.

However, Wise suspended and subsequently removed Mr S's business and personal profiles. It said that it had done so because Mr S had acted contrary to the account terms by using his personal account to make a business payment.

Mr S complained about Wise's actions. He explained that he had not realised that he was able to use B's account to direct the funds to his business supplier, since it had only just been opened. He thought that Wise's action in closing his account was unfair and disproportionate.

Wise said that it had acted fairly and in line with the account terms when it decided to suspend and close Mr S's account. It did however offer to pay him compensation of £80, which it later increased to £200 after Mr S had referred the matter to this service. Mr S did not accept that offer and asked that we continue to consider his complaint.

One of our investigators considered what had happened and issued a preliminary assessment. He concluded that the bank's offer of £200 was reasonable in the circumstances and recommended that Mr S accept it. Mr S was not willing to do so and asked that an ombudsman review the case.

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 am concerned here only with Mr S's complaint about his personal account. He has brought a separate complaint on behalf of B. I make no comment on that complaint, and I mention it only by way of background.

It is generally for account providers to decide whether or not to provide or to continue to provide account services to any particular customer. Wise said that it was closing Mr S's account because he was in breach of its terms, and I agree that he was. But Wise could have closed the account on giving reasonable notice in any event.

As Wise and the investigator noted, Mr S could only use the account for personal purposes and not for business purposes. I can understand why Mr S feels that Wise's actions were disproportionate; this was not a case where an individual was routinely using a personal account to run a business over a period of time. Rather, the personal account was used in order to manage the distribution of H's assets after its dissolution. In the circumstances, I think it's arguable that Mr S should have been given more notice of Wise's decision, but I do not think I can fairly say it should have kept the account open.

I agree with the investigator however that Wise could have better explained that its primary concern was not the payment into his account from H (it's quite normal for a company director to receive payments from a company they control), but the payment from his personal account to a supplier.

Putting things right

I think that Mr S should receive some compensation in this case, but I agree that Wise's offer of £200 is fair and reasonable. I will however make a formal award of that sum, so that Mr S can enforce it, should he need to do so.

My final decision

For these reasons, my final decision is that, to resolve Mr S's complaint in full, Wise Payments Ltd should pay him £200.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 25 **May** 2026.

Mike Ingram
Ombudsman