

Complaint

Mr M complains that Revolut Ltd closed his account and won't provide him with information.

Background

Mr M had an account with Revolut. In March 2019, Revolut carried out a review of Mr M's account. Whilst they reviewed the account, they suspended it. Following the review Revolut decided to close Mr M's account. And it had returned money left in the account back to the sources of payment.

Mr M wasn't happy. He's also spoken to the person where the money had come from, and they'd said they hadn't received the funds back. Mr M complained to Revolut. It said it had acted in accordance with the terms and conditions of the account. And it hadn't done anything wrong. It also gave Mr M information showing the money had been returned to the source. Mr M didn't accept Revolut's explanation. And wants Revolut to give him the account number and sort code of the account it sent the money back to.

One of our investigators looked at Mr M's complaint. He said Revolut hadn't done anything wrong when it closed Mr M's account and didn't have to provide him with a reason for its decision. And he's seen evidence that Revolut had sent the money back to the source. So he said Mr M should contact this third party. Mr M disagreed. He said he'd seen copies of this third party's bank accounts which showed he hadn't received the money. As no agreement could be reached the matter has come to me to decide.

My findings

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

I've considered Revolut's actions when it reviewed and suspended Mr M's account. And based on what I've seen, I'm satisfied it acted in line with its legal and regulatory obligations. I'm also satisfied Revolut acted within the terms and conditions of the account when it decided to close Mr M's account. So, it was entitled to close the account as it's already done. And it wasn't required to give Mr M a reason. So, I can't say Revolut has done anything wrong when it closed Mr M's account.

The crux of Mr M's complaint is that he wants Revolut to tell him what it did with the money in his account. In particular he wants the sort code and account number of the account which Revolut returned the money. Revolut is not obliged to provide Mr M with someone else's' bank account details – as much as he'd like to know. So I can't say Revolut have done anything wrong by not providing this information to him.

Revolut has however provided the name of the person's account. And it has given Mr M a printout of his account activity showing that the money was returned to the third party. I know Mr M has questioned the authenticity of the paperwork because it doesn't show the third party's account details. But I've not seen anything which would support Mr M's suspicions.

In summary, Revolut have explained they've returned the money which was left in the account to the original source. I appreciate Mr M says he's spoken to the source of the money and they say they haven't received it. But based on what I've seen, I'm satisfied Revolut did send it – so Mr M will have to pursue things with the third party.

My final decision

For the reasons I've explained, 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 18 April 2020.

Sharon Kerrison
Ombudsman