

Complaint

Mr K complains about a fee he was charged when withdrawing funds in a different currency via his Revolut Ltd account.

Background

Mr K has a currency card with Revolut and used it to withdraw some cash whilst abroad in April 2019. When Mr K checked his receipt he saw the final amount he was charged included an undisclosed fee which came to around £2.

Mr K contacted Revolut via its online chat facility and was told the charge had most likely been applied by the ATM operator. Mr K complained but Revolut didn't agree it had made a mistake. Mr K referred his complaint to our service and it was passed to an investigator. But they thought Revolut had dealt with the complaint fairly so didn't ask it to do anything else. Mr K asked to appeal so his complaint has been passed to me to make a decision.

My findings

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

Revolut has explained that the only fee it applies for cash withdrawals is for amounts over £200 when a 2% fee is applied. But that's not what Mr K is complaining about. He's concerned about a fee of around £2. Revolut says that fee was applied by the ATM operator and it has no discretion over whether one will be applied.

I appreciate Mr K is concerned that a larger transaction could lead to a bigger charge. But I have to balance that against the terms of his account with Revolut which say an ATM operator may charge an additional fee for withdrawals. The terms also say Revolut won't be liable for any additional fee that's applied.

I'm sorry to disappoint Mr K but the Revolut terms he agreed to allow for ATM operators to apply charges. So there's no evidence Revolut's acted outside the account terms. I appreciate Mr K is concerned that he wasn't informed about the charge before agreeing to proceed. But the ATM he used isn't owned by Revolut and it has no influence on whether a fee will be applied or what information is provided about fees in general. I haven't found any evidence of a mistake by Revolut.

Mr K has forwarded a letter from the ATM operator that refers him back to Revolut for answers. I appreciate the response doesn't give Mr K the answer he wanted but I can't hold Revolut responsible for any information provided by a third party. As I've said above, I'm satisfied Revolut didn't charge the fee in question.

Mr K's told us he became frustrated when trying to talk about what happened with Revolut. But I can see Mr K told Revolut he was using its instant messaging service from a mobile phone with poor reception. That led to gaps in the conversation which meant Mr K's query was reassigned several times. I'm sorry to disappoint Mr K but I thought his query was dealt with professionally by Revolut.

For the reasons I've given above, I haven't been persuaded to uphold this complaint.

My final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr K to accept or reject my decision before 22 December 2019.

Marco Manente
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