

Complaint

Mr A complains that TransferWise Ltd blocked and closed his account. He wants TransferWise to provide an explanation for its actions. And reopen his account.

Background

On 14 October 2018 Mr A opened an account with TransferWise. Soon after opening his account, Mr A decided to take advantage of a promotional offer which said if he recommended TransferWise to three other people, he'd receive £50 once they'd made transfers of £200 using the services offered by TransferWise.

Mr A successfully managed to get others to open accounts and make transfers.

On 15 October 2018, TransferWise conducted a review of Mr A's account. Following the review, it decided to close Mr A's account. And it wrote to him to let him know.

Mr A complained about the closure of his account to TransferWise. And asked them for an explanation why it no longer wanted him as a customer. TransferWise told Mr A its terms and conditions allow them to close his account. Unhappy with this response, Mr A brought his complaint to our service.

One of our investigators looked at Mr A's complaint. She said TransferWise hadn't done anything wrong when it closed Mr A's account and didn't have to provide him with a reason for its decision. Mr A disagreed. He said he hasn't done anything wrong and TransferWise only closed his account to avoid paying him the £50 promotional offer.

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 appreciate that Mr A has been inconvenienced by TransferWise closing his account. And he'd like his account reopened. But TransferWise has acted within the terms and conditions of the account. So, it was entitled to close the account as it's already done. And it wasn't required to give him a reason, as much as he'd like to know. So, I can't say TransferWise has done anything wrong by not providing this information to Mr A.

Whilst I accept that the closure of the account has caused Mr A inconvenience and annoyance, TransferWise can make commercial decisions about who it offers banking services to. They cannot unfairly discriminate against a customer. But they can say they no longer wish to do business with individuals. That's because they've got the commercial freedom to decide who they want to contract with. And having looked at all the information and circumstances of this case, I'm satisfied that TransferWise has exercised its commercial decision legitimately when it decided to close Mr A's account. So, I cannot fairly and reasonably say it's done anything wrong.

I know Mr A feels that TransferWise closed his account to avoid paying him £50 as part of its promotional offer. But I haven't seen any evidence to support Mr A's suspicions.

In summary, I recognise how strongly Mr A feels about what's happened. But overall, based on the information I have, I can't say TransferWise have acted unreasonably and treated Mr A unfairly when it closed his account. So, I won't be asking TransferWise to do anything.

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 A to accept or reject my decision before 20 March 2020.

Sharon Kerrison
ombudsman