

## **The complaint**

Mr B is unhappy that Revolut Ltd restricted access to his account. He'd like the money returned and compensation for the impact on him.

## **What happened**

Mr B had an account with Revolut.

On the 9 April 2020 Revolut blocked Mr B's access to his account due to suspicious account activity. At the time Mr B had a balance of £259.02.

Mr B received contact from one of his credit card providers informing him he was close to his credit card limit – and on checking another of his credit cards he established that both cards had been used to top up his Revolut account without his consent.

Mr B contacted Revolut to complain about the account activity and the restriction.

Revolut looked into Mr B's complaint but they didn't uphold it. The bank explained they were entitled to restrict access to his account and review the account activity as per the terms and conditions.

Mr B wasn't happy with Revolut's response so complained to our service.

One of our investigator's looked into Mr B's complaint. On contacting Revolut, the bank advised that they'd reviewed their position and concluded they hadn't acted fairly in restricting Mr B's account, and they'd failed to identify that Mr B's account was subject to account takeover by a fraudster. The bank offered to return the balance of Mr B's account, plus 8% interest and £100 compensation.

Mr B didn't accept Revolut's offer so our investigator looked into his complaint. Our investigator looked into Mr B's complaint and thought Revolut needed to do more to put things right. He recommended that along with refunding the account balance and 8% interest Revolut should pay Mr B £200 compensation for the inconvenience caused.

Revolut accepted our investigator's proposal but Mr B didn't.

In response Mr B explained he'd like £25,000 in compensation for the inconvenience caused to him and his family. Mr B highlighted that the restriction occurred during lockdown, at which time he was furloughed, and this had a significant impact on him.

Because Mr B didn't accept our investigator's conclusion it's been referred to me for a decision.

On picking up the case I asked Mr B to provide further explanation and evidence for the impact on him, including bank statements and details about his furlough. Mr B didn't respond so I've proceeded on the information already available to me.

## **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.

Revolut have accepted that they acted unfairly in restricting Mr B's access to his account, and not returning his funds. Therefore I don't need to reach a conclusion on whether Revolut acted fairly in holding on to Mr B's funds – instead it's my role to consider the impact of Revolut's actions on Mr B. I'm unable to consider the impact to Mr B's family, as the complaint (and Revolut account) is in Mr B's name and he's the only eligible complainant.

It's clear that Revolut's actions, in restricting Mr B's access to his funds, caused him inconvenience. Mr B has argued that due to the time the restriction occurred, during the first lockdown, it had a significant impact on him, and therefore £200 isn't sufficient compensation for this. However, on being asked to provide additional evidence to support this Mr B hasn't been able to do so. I understand that not having access to almost £260 did negatively affect Mr B, however without additional evidence showing Mr B's financial situation at the time it's not possible for me to conclude a larger distress and inconvenience payment should be made.

## **Putting things right**

For the reasons I've outlined above, I think a compensation payment of £200 is fair due to the inconvenience caused to Mr B in not having access to his funds.

## **My final decision**

My final decision is I direct Revolut Ltd to:

- Pay Mr B £200 compensation for the inconvenience caused to him.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 28 July 2021.

Jeff Burch  
**Ombudsman**