

The complaint

K, a limited company, complains that Revolut Ltd blocked and closed its bank account. And then returned funds in the account to their original sources, rather than to K.

K is represented by its director Ms D.

What happened

In October 2019, Revolut carried out a review of K's account

Revolut completed its review and returned the money that had been paid into K's account to the original senders of the money, rather than releasing it to K. Revolut also decided to close K's account.

Ms D complained but Revolut maintained its position, so she brought K's complaint to our service.

One of our investigator's looked into what had happened. And asked Ms D for some more information about the payments made into K's account. Ms D said the money was for payment for work carried out for a number of K's clients. And she provided copies of invoices to support her explanation.

The investigator said Revolut hadn't done anything wrong by closing and reviewing K's account. And sending the money back to the sources. Ms D disagreed. She wants Revolut to return the money paid into K's account to her and reopen K's account.

As no agreement could be reached the matter has come to me to decide.

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 are strictly regulated and must take certain actions in order to meet their legal and regulatory obligations. Having looked at all the evidence, I'm satisfied that Revolut acted in accordance with these obligations when it blocked and reviewed K's account. And it was entitled to do so under the account terms and conditions. It wasn't obliged to tell Ms D why it was carrying out a review, and I don't believe it would be appropriate for me to require it to do so.

Revolut was also within its rights to close K's account and did so line with the account terms and relevant regulations. So, I can't say Revolut have done anything wrong when it closed K's account. And I won't be asking Revolut to reopen K's account.

The crux of Ms D's complaint is that she's unhappy Revolut returned money paid into K's account to source – in other words it sent the money back. Ms D says the money paid into

K's account was for services she'd provided to various clients and she's provided us with copies of invoices which she says supports her explanation.

I've looked at the paperwork Ms D has provided along with the information provided by Revolut about the funds and how the account was operating. But I've not seen any evidence to support the invoices, for example any correspondence between K (or Ms D) with the customer's named on the invoices, what was provided by K exactly and when. So, I'm not satisfied that the evidence provided by Ms D shows K is entitled to the money which was paid into its account. So, I won't be asking Revolut to refund K.

In summary, Revolut carried out a review on K's account as they're entitled to do – as part of that review, they asked Ms D for evidence that the money in the account rightfully belonged to K. Ms D provided evidence of that, but Revolut didn't agree it was sufficient, so they returned the money in the account back to source. Based on the full circumstances of this complaint, and the evidence I've received from both parties, I'm satisfied Revolut's actions are fair. So, it follows that I won't be asking Revolut to do anything differently.

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 K to accept or reject my decision before 12 October 2021.

Sharon Kerrison
Ombudsman