

The complaint

Ms D complains that Revolut Ltd blocked and closed her bank account. And then returned funds in the account to their original sources, rather than to her.

What happened

In October 2019, Revolut carried out a review of Ms D's account.

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

Ms D complained but Revolut maintained its position, so she brought her 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 her account. Ms D said the money was for payment for work carried out by her for a number of clients. And she provided copies of invoices to support her explanation.

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

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

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

In summary, Revolut carried out a review on Ms D's account as they're entitled to do – as part of that review, they asked Ms D for information about the money paid into Ms D's account. Ms D provided evidence of the source of funds and an explanation, 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 Ms D to accept or reject my decision before 12 October 2021.

Sharon Kerrison
Ombudsman