

The complaint

Mr M complains that Revolut Ltd closed his account.

What happened

Mr M had an account with Revolut. In April 2023, the account was placed under review. Then in May Revolut decided to close the account – and told Mr M that the account would close on 7 July 2023. Dissatisfied, Mr M contacted Revolut to ask it to reconsider the decision and for the reasons it acted as it did.

Revolut said that it carried out the review in line with its regulatory obligations and the terms and conditions of the account. It says it closed the account because his activity isn't compatible with the terms and conditions and didn't think it's account was best suited to the way Mr M wanted to use the account. Mr M then referred the matter to us.

Our investigator looked at all of this and thought what Revolut had done was fair. Mr M doesn't agree. The complaint has been referred 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, like all financial businesses, is subject to legal and regulatory requirements. These mean it needs to have policies and procedures in place to monitor its customers, and also mean it may need to review an account at any time.

In this case, Revolut carried out a review and then decided to close Mr M's account with effect from 7 July, two months later. Financial businesses have commercial freedom to decide who they want as customers – and every financial institution has its own criteria and policies for continuing to provide an account. I need to be satisfied that Revolut treated Mr M fairly and closed the account in line with the terms and conditions of the account.

The terms and conditions also allow Revolut to close an account if it gives at least 60 days' notice. In some cases Revolut could close an account immediately. In this case, Revolut gave Mr M 60 days' notice.

Based on what I've seen, I'm satisfied Revolut was acting in line with the terms and conditions and its legal and regulatory requirements when it reviewed and then closed Mr M's account.

I appreciate Mr M wants to know more. He's asked for details of Revolut's policies and decision making processes. But where Revolut closes an account in these circumstances, it doesn't need to give reasons – and nor would it be appropriate for me to tell Revolut to share its reasons with Mr M. And Revolut is under no obligation to share its policies, much as Mr M would like to know.

Mr M also has his own suspicions about the reason the account was closed: he thinks he

was incorrectly categorised as a politically exposed person on a third party compliance database and that this may have motivated Revolut's decision to close the account. I note Mr M's comments. But nothing I've seen suggests that Revolut decided to close his account for an improper reason. I'm satisfied Revolut had a rational basis to act as it did, I'm not persuaded it was based on any error, and so I can't conclude that Revolut treated Mr M unfairly in closing his account.

I've considered Mr M's further comments. They don't change my conclusions.

My final decision

I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 8 February 2024.

Rebecca Hardman
Ombudsman