

## **The complaint**

Mr G has complained that Revolut Travel Ltd (“Revolut”) mis-sold him a fee-paying Ultra Plan packaged account.

Mr G says that the account was mis-sold because he attempted to claim on the travel insurance provided by the account, but says his claim was badly handled. Mr G says that the insurer had no intention of paying claims and says that the cover included with the Ultra Plan is a scam.

## **What happened**

After Mr G complained to Revolut, it issued its final response to the complaint on 2 April 2024.

Revolut explained that the insurer is responsible for how the claim was handled, and referred to its terms and conditions to demonstrate this. Revolut explained that Mr G would need to take matters up with the insurer if he was unhappy with the handling of his travel insurance claim. Revolut also clarified the situation regarding some refunds of account fees it’d made on Mr G’s account.

Unhappy with Revolut’s response, Mr G referred his complaint to this service. One of our investigators assessed the complaint and they too explained that Revolut is not responsible for how the claim was handled, so didn’t uphold the complaint.

Mr G didn’t agree with the investigator’s assessment, so the matter was referred for an ombudsman’s decision.

## **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.

We’ve explained our approach to complaints about mis-sold packaged bank accounts on our website, and I’ve used that to help me decide this complaint. And having considered everything that has been provided, I don’t uphold this complaint. I will explain why.

Firstly, I need to make it clear that, as this complaint is against Revolut, I can only consider whether it did anything wrong or acted unreasonably in relation to this matter. So, whilst I understand that Mr G is unhappy with how the insurer dealt with his travel insurance claim, I’m unable to address Mr G’s concerns about whether the insurer’s handling of his claim was reasonable or not, or indeed whether compensation is warranted for how it handled the claim.

My understanding of this complaint is that Mr G feels as though Revolut should be held responsible for how his travel claim was handled. He says this because it is Revolut who he pays the monthly fee to for the Ultra Plan and it was sold to him by Revolut. And Mr G says that he’s essentially been charged for services that Revolut could not deliver, and therefore says that the Ultra Plan was mis-sold.

However, the monthly account fee Mr G has been charged is not just for the travel insurance. The monthly account fee is for the package of benefits provided under the Ultra plan – albeit from a range of different product providers. Currently, the Ultra plan includes a range of other benefits such as priority customer support, fee free international transfers, free subscriptions for various brands, purchase protection, commission free stock trading, fee-free currency exchange, unlimited airport lounge access, and monthly roaming data for mobile phones – amongst other benefits.

The account is sold as a package, so Mr G was unable to pick and choose what the account comes with. But I can't say that Revolut has failed to deliver the benefits that it had charged Mr G for, as he's had the benefit of all of those account features should he wish to rely on them – including the travel insurance, although of course, only for events specifically covered by the policy.

When selling the Ultra plan, Revolut acted in the capacity as an insurance intermediary. This means that it was required to provide Mr G with all of the important information about the account and the associated benefits it included. It was also required to provide him with the relevant terms and conditions and insurance documentation for the insurance products included with the account.

However, when considering the reasons why Mr G believes the Ultra plan was mis-sold, all of his points relate to how his claim was handled, rather than to anything that Revolut did or didn't do - or anything it was required to do - during the sale of the package. As such, I've not seen anything here to suggest that Revolut did anything wrong in terms of how it sold the Ultra plan to Mr G. On the contrary, the fact that Mr G knew how to make a claim on the travel insurance in the first place indicates that Revolut had provided Mr G with the important insurance documentation during the sale of the account.

Given the above, I can't reasonably say that the Ultra Plan was mis-sold. And I agree with what Revolut and the investigator have said, in that that the travel insurer is responsible for how the claim was handled, and not Revolut. Therefore, I think it would be inappropriate to hold Revolut responsible for the actions or omissions of a third party in the circumstances of this complaint.

I understand Mr G's frustration with the circumstances he found himself in, and I can understand why he wanted Revolut to help him out, given the apparent lack of communication from the insurer. I am glad to hear that he was eventually able to settle his claim with the insurer. But overall, I can't say that Revolut has done anything wrong or acted unreasonably in regards to how the Ultra Plan was sold.

Because of this, I don't think it'd be appropriate to require Revolut to refund the account fees Mr G paid for the Ultra Plan. Nor do I think it would be fair to say that Revolut should pay Mr G compensation for how his travel insurance claim was handled.

### **My final decision**

Because of the reasons given above, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 19 December 2024.

Thomas White  
**Ombudsman**

