



Denis Lejeune &lt;denislejeune53@gmail.com&gt;

**[Confidential] Your complaint about Revolut Ltd (Our ref:PNX-5657530-Z6C7)**

1 message

complaint.info@financial-ombudsman.org.uk &lt;complaint.info@financial-ombudsman.org.uk&gt;

18 septembre 2025 à 13:14

À : Denis Lejeune &lt;denislejeune53@gmail.com&gt;

*Our ref*      **PNX-5657530-Z6C7**  
*Your ref*

Dear Mr Lejeune

**Your complaint about Revolut Ltd**

Thank you for your email dated 10 September 2025, I've now updated your case. Here at the Financial Ombudsman Service, it's our job to give you a fair and impartial answer to your complaint. We know that making a complaint can sometimes be worrying and we'll do all we can to help you.

**What happens next**

Now that we've received your complaint, the next step is for us to ask Revolut Ltd for its records. When we receive this, your case will be taken forward.

An Investigator will be in touch when your case is assigned to them. They'll let you know they are working on your complaint and will then consider all the circumstances before giving you their answer.

You can find out more about how long it takes for a case to reach an Investigator on our website at <https://www.financial-ombudsman.org.uk/consumers/complaints-can-help>.

**What you can do**

When an Investigator gets in touch, they'll want to get your side of the story. So you might find it helpful to keep a note of the events that led to your complaint – and to keep records of your communications with the business you're complaining about. The Investigator will also find that helpful when they contact you in due course.

**If your circumstances change**

Please let us know straightaway if your circumstances change – or something happens that could affect your complaint. For example, if:

- Revolut Ltd makes an offer
- There are any serious financial or health problems we should be aware of
- There is a threat of legal action relating to the complaint

You can do this by calling us on 0800 023 4567 or by using the contact details below, quoting your reference **PNX-5657530-Z6C7**. If the situation's urgent, we'll do our best to speed things up.

**And finally**

We have logged all the information you've sent us and will be in touch again just as soon as we have an Investigator ready to look into your complaint.

Our privacy policy explains how we process customer information and is available on our website at <https://www.financial-ombudsman.org.uk/privacy-policy/summary>.

Thank you for your patience.

### How to contact us

The best way to contact us is by emailing [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk), or you can write, or call us on 0800 023 4567. Our phone lines are open 8.00am to 5.00pm, Monday to Friday.

Kind regards

**Sedigheh Mehrjou** | Customer Help | 0800 023 4 567  
Financial Ombudsman Service | Exchange Tower, London, E14 9SR

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