



Denis Lejeune <denislejeune53@gmail.com>

Your complaint about Revolut Ltd (Our ref:PNX-5657530-Z6C7)

1 message

Fiona Dique <Fiona.Dique@cases.financial-ombudsman.org.uk>
À : Denis Lejeune <denislejeune53@gmail.com>

16 octobre 2025 à 09:27

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

Dear Mr Lejeune

Your complaint about Revolut Ltd

I sent you my view of this complaint on 10 October 2025. I've attached a copy of this.

An ombudsman will review this complaint

Because you didn't agree, an ombudsman will review the complaint and make a decision. That means:

- An ombudsman will consider whether this is a complaint we can look at, and make an independent decision. They'll put the decision in writing to both you and Revolut Ltd, and explain their reasoning within the decision.
- If the ombudsman's conclusions are different from mine, they will explain why and let you reply before they give you their decision. Otherwise, they won't usually get in touch before issuing their decision unless they need more information.

We should already have all the information the ombudsman needs to reach a decision. But if we need anything more from you, we'll let you know.

What you need to do now

If you have any further points or information you'd like the ombudsman to consider, please send these to me by 30 October 2025.

If you need more time to reply, please let me know before this date. If I don't hear from you, I will assume you do not want to add anything.

We will keep you up to date with our progress – but please get in touch if you have any questions.

How to contact us

The best way to contact me is by emailing Fiona.Dique@cases.financial-ombudsman.org.uk, or you can write or call me on 02034872062.

Kind regards

Fiona Dique | Investigator | 02034872062
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