

Complaints management report

YEAR 2025 - Reference period 1 January 2025- 31 December 2025

Purpose of the document

In compliance with current regulations and in order to safeguard the quality of relations with customers, the Italian branch of Revolut UAB adopts and applies complaint handling methods aimed at guaranteeing adequate and timely responses and promotes analysis activities in order to identify any critical issues and adopt the necessary measures to overcome them.

The Bank of Italy's Supervisory Provisions of 29 July 2009 on "Transparency of banking and financial transactions and services - Fairness of relations between intermediaries and customers" and subsequent additions, require that an annual report on complaint handling activities be prepared and made public.

Customer information

The Bank makes available to customers on its website information on how complaints are handled, in order to publicise the procedures for submitting complaints and the time required to handle them, as well as the main out-of-court dispute resolution systems to which the Bank adheres.

The customer may lodge a complaint with the Bank electronically, by filling in the dedicated form available online, or by sending an e-mail to formalcomplaints@revolut.com or to the PEC address revolut.italy.pec.complaints@legalmail.it or by sending the complaint to the registered office of the Bank's Italian branch at Via Dante 7, 20123, Milan (MI). The notice available on the Bank's website sets out in full all the information necessary for the customer to open a complaint and specifies the timeframe within which it must be processed.

Complaint handling

The proper handling of complaints is of primary importance to Revolut because

- it is a decisive aspect in guaranteeing a solid, transparent and lasting relationship with customers, based on trust and mutual satisfaction;
- it represents a monitoring and assessment tool, capable of identifying any critical areas and promoting the constant improvement of the quality of the products and services offered
- ensures effective customer protection, both by encouraging the settlement of disputes and by carrying out an initial preliminary investigation aimed at clearly defining the position of the parties, in the event of subsequent recourse to other dispute resolution venues.

Out-of-Court Dispute Resolution Systems

If the answers provided or the solutions proposed by Revolut do not prove satisfactory to the customer, or in the absence of a response within the prescribed timeframe, the customer has the option, before turning to the Judicial Authorities, to avail him/herself of the out-of-court dispute resolution systems available, chosen in relation to their specific competence in the banking and financial field.

- Arbitro Bancario Finanziario (ABF): To find out how to submit a case to the Arbitrator, the client may consult www.arbitrobancariofinanziario.it. You can find further information in the guides "[ABF in simple words](#)" and "[How to file a complaint and use the ABF platform](#)".
- or other dispute resolution bodies, available on the Ministry of Justice website www.giustizia.it.

Complaints Received from Clients of the Italian Branch and their Outcome

During the year 2025, the Italian Branch of Revolut Bank UAB, registered a total of **1,992** complaints. The change in the number of complaints received by the Branch reflects the growth of Italian customers during the year and is in line with the other EU countries in which the Bank operates.

Complaints received mainly relate to attempted payment card or bank transfer fraud, temporary account restrictions, and chargeback disputes.

Complaint items 2025	Number of complaints	% of total complaints 2025
Fraud attempts via payment cards or transfers	513	25,75%
Current account opening or restrictions	433	21,74%
Chargeback disputes	128	7,93%
Account migration to Italian branch	128	6.43%
Other topics	760	38,15%

For completeness, it should be noted that the complaints function also handled 225 requests relating to referral campaigns, which do not constitute a regulated service. The "other topics" category includes complaints concerning the granting of loans (7), receipt of requests and acts of public authorities (34) and data protection (1) .

The main reasons underlying the complaints received from customers relate to the following areas:

- Contestation of charges
- Contestation of requested documentation
- Contestation of the time needed to remove account restrictions
- Failure to migrate the account to the Italian branch.

The following table shows the outcome of complaints closed in the year 2025

Complaints breakdown by resolution status	Number of complaints	% of complaints
Upheld	334	16,77%
Partially Upheld	398	19,98%
Rejected	1258	63,15%
Closed due to waiver or duplication	2	0,10%

In 2025, the average response time to complaints was in line with the provisions of the relevant regulations, which stipulate: 15 working days for complaints concerning payment services (except in cases where the deadline can be extended to 35 working

days), 60 working days for complaints on banking and financial services. The percentage of complaints processed within the deadline is 99.15% for all complaint categories.

Complaints received from customers of the parent company and their outcome

During the year 2025, the Italian Branch of Revolut Bank UAB handled a total of 2,984 complaints submitted by clients related to the parent company. Similarly to local customers, the volume of complaints reflects the Group's growth dynamics and the cross-border nature of the services offered.

The main reasons behind the complaints are similar to those already highlighted for the branch:

- Fraud and security: fraud attempts via payment cards or transfers.
- Account operation: temporary restrictions and opening procedures.
- Transactions: disputes relating to chargebacks.

The following table shows the details of the complaint items recorded in 2025:

Complaint items 2025	Number of complaints	% of total complaints 2025
fraud attempts via payment cards or transfers	902	30,23%
Current account opening or restrictions	508	17,02%
Chargeback disputes	361	12,10%
Account migration to Italian branch	217	7,27%
Other items	979	32,81%

In line with the results of the Italian Branch, most of the complaints handled on behalf of the parent company were rejected after investigation:

Details of complaint handling closed in the year 2025	Number of complaints	% of total complaints closed
Rejected	2,660	89,17%

Details of complaint handling closed in the year 2025	Number of complaints	% of total complaints closed
Accepted	323	10,83%