

# Revolut

## Information Sheet for Current Account

*(Version n. 01 dated 01-07-2022)*

Revolut Bank UAB

Konstitucijos ave. 21B, 08130 Vilnius, the Republic of Lithuania

Phone No. +370 5 214 3608 (your telecommunication service provider's standard rates apply)

Email: [feedback@revolut.com](mailto:feedback@revolut.com)

Website: [www.revolut.com](http://www.revolut.com)

Reg. No. State Enterprise Centre of Registers of the Republic of Lithuania: 304580906

Revolut Bank UAB is a bank incorporated and licensed in the Republic of Lithuania with company number 304580906 and authorisation code LB002119 and whose registered office is at Konstitucijos ave. 21B, 08130 Vilnius, the Republic of Lithuania. We are licensed and regulated by the Bank of Lithuania and the European Central Bank.

The Bank of Lithuania is the central bank and the financial supervisory authority of the Republic of Lithuania whose address is Gedimino ave. 6, 01103 Vilnius, the Republic of Lithuania, registry number 188607684 (further information on the Bank of Lithuania can be obtained on its website at [www.lb.lt](http://www.lb.lt), the Bank of Lithuania can be contacted at on telephone number +370 800 50 500).

[Here](#) you can find information about ABF in simple words.

[Here](#) you can find a practical guide about ABF.

[Here](#) you can find a Guide for a Payment Account from the Bank of Italy.

[Here](#) you can find more information about your rights when making payments in Europe.

## CURRENT ACCOUNT FEATURES AND RISKS

### What is a Current Account?

A current account is a type of bank account where you can store and withdraw money, and make payments.

To know more refer to the Bank of Italy Guides available both on [Revolut Website](#) and the [Bank of Italy Website](#).

The obligation to offer the “basic account” shall be deemed to have been met; in this case, the information sheet of the account specifies that it takes the place of the “basic account” and is subject to the rules of the “basic account”.

## **Your Current Account**

When you deposit money into your Current Account, we accept the money, hold it for you, and undertake to return it to you upon your request. The agreement for the Current Account (we call them “Personal Terms”) is indefinite. It means that it is valid until you or we end it.

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Your Current Account may hold funds in different currencies at the same time. Once you have funds in your account you'll be able to use our services. For example, you can do the following:

- Send money to and receive money from other Revolut accounts and non-Revolut accounts;
- Change money from one currency to another (we call this a currency exchange);
- Make payments and withdraw cash using your Revolut Card;
- View information about and manage your account.

The main way we provide our services is through the Revolut mobile app. However, we provide our services in other ways too, like through web pages, other apps, APIs and other means.

## **How to make a deposit into my Current Account**

### **Add money at any time**

You can add money to your account using a debit card or credit card registered with us (we call this your stored card) or by bank transfer. Your stored card must be in your name.

When you add money by bank transfer, you must use the account details stated in the Revolut app. Make sure you follow the prompts from the app carefully to avoid any delays.

The account details you must use to add money to your account will depend on the currency of the money you are adding. For example, if you want to add money to your account in euro (€), you must use the ‘Euro account’ details stated in the Revolut app.

If you use a stored card or a bank account that is in one currency to add money to your account in another currency, your bank or card provider may charge a fee.

## **How to make a withdrawal from my Current Account?**

Withdrawal requests can be made by you at any time and in any amounts not exceeding the available balance. For more information please refer to our [Personal Terms](#).

## **What are the risks associated with my Current Account?**

The Current Account is a substantially safe product. The main risk is the counterparty risk, i.e. the eventuality that the bank is unable to reimburse the customer, in whole or in part, the sums deposited.

Your money will be credited to your Current Account as soon as possible after it arrives with us and in any case no later than on the next business day.

The money in your Current Account is protected by Lithuanian deposit insurance administered by the State Company Deposit and Investment Insurance (VĮ "Indėlių ir investicijų draudimas") in accordance with the conditions established by the Law on Insurance of Deposits and Liabilities to Investors of the Republic of Lithuania.

There are no additional mechanisms (we call them "guarantee funds") under these Personal Terms that protect your money in your Current Account.

Other potential risks which you should take into proper consideration:

- the unfavourable change in economic conditions where contractually required;
- the loss or theft of identification data and keywords for accessing your Revolut account through the App, reduced to a minimum if you keep your security details safe. Please refer to Section 9 of Personal Terms for more details;
- the suspension or interruption of the service for technical or force majeure reasons;
- malfunctioning of IT systems.

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## **ECONOMIC CONDITIONS**

The following economic conditions are expressed in Euros. This document informs you about the fees for using the main services linked to the payment account. It will help you compare these fees with those of other accounts. Fees may also apply for using services linked to the account that are not listed here. Full information is available in the [Fees section](#) of the Personal Terms. Fees amounts reported are valid until further notice and according to the terms of the law. Expenses and taxes required by law are not reported.

Please refer [here](#) for more information about applicable fees.

## **PAYMENT ACCOUNT CLOSURE AND SUSPENSION**

If you want to know more information about when we can suspend or close your Current Account please refer to Section 24 of the Personal Terms.

## **CLIENT WITHDRAWAL FROM THE AGREEMENT**

If you want to know more information about how to withdraw from the payment account agreement please refer to Section 6 of the Personal Terms.

## **CLOSING PAYMENT ACCOUNT**

You can close your Current Account, and so end the agreement, at any time by letting us know. You can do this through the Revolut app or by emailing us at [feedback@revolut.com](mailto:feedback@revolut.com).

If you want to know more information about how to close the Current Account please refer to Section 6 of Revolut Personal Terms.

## Cancelling your Revolut Card

If you change your mind and don't want a Revolut Card any more, that's not a problem. Just let us know and we'll cancel it.

## COMPLAINTS

### If you're unhappy with our service, we'll try to put things right

We always do our best, but we realise that things sometimes go wrong. If you have a complaint, please contact us. We will accept and consider any complaint sent by you to us. Our final response to your complaint, or a letter explaining why the final response has not been completed, will be provided to you within 15 business days after your complaint has been made, and in exceptional circumstances, within 35 business days (and we will let you know if this is the case).

### How to make a complaint

If you'd just like to speak to someone about an issue that's concerning you, please contact us through the chat available on the Revolut app. The in-app chat is our customer support tool, and our answers to the queries made by you through the in-app chat are not subject to the complaint handling time frames indicated above. We can usually settle matters quickly through the app. You'll probably need to give us the information below.

If you prefer you can make your complaint, you can do that using this [form](#). Or you can email us at [formalcomplaints@revolut.com](mailto:formalcomplaints@revolut.com). If you express your wish to complain when communicating with us, we will provide you with a complaint [form](#), or may submit the formal complaint [form](#) for you and have our agents analyse your case as a formal complaint.

You'll need to tell us:

- your name and surname;
- the phone number and email address associated with your account;
- what the issue is;
- when the problem arose; and
- how you'd like us to put the matter right.

We'll look into your complaint and respond to you by email. We will communicate with you in English, unless we tell you otherwise.

Irrespective of the above, you always have the right to approach the out of court dispute resolution authorities mentioned above in relation to any complaint about our service. You also have the right to apply to any competent court if you think we have breached the law.

### Out of court dispute resolution authority for complaints related to financial services

If you are unhappy with how we have dealt with your complaint, you can refer it to the Bank of Lithuania within 1 (one) year of the date you sent us your complaint. In this case the Bank of Lithuania

would act as an out of court dispute resolution authority dealing with disputes between consumers and financial service providers.

Their address is: Žalgirio g. 90, 09303 Vilnius, the Republic of Lithuania.

You can find more information on their [website](#).

Please note that should you wish to have a possibility to apply to the Bank of Lithuania as to the out of court dispute resolution authority, then you shall make your complaint to us within 3 (three) months from the day that you found out or should have found out about the alleged violation of your rights or legitimate interests arising from the agreement with us.

Examination of the complaint at the Bank of Lithuania is free of charge.

The out of court dispute resolution authority for consumer disputes not related to Bank of Lithuania competences is the State Consumer Rights Protection Authority.

Their address is: Vilniaus str. 25, 01402, Vilnius, the Republic of Lithuania.

You can find more information on their [website](#).

You can also rely on the mandatory consumer protection rules of the EEA country where you live. You can file a complaint to the respective out-of-court dispute resolution authorities that handle consumers' complaints in your country in relation to the financial services provided by us. The list of such authorities can be found [here](#).

### **Out of court dispute resolution authority for complaints related to the processing of personal data**

You have the right to make a complaint to the State Data Protection Inspectorate (SDPI), the Lithuanian supervisory authority for data protection issues.

Their address is: L. Sapiegos str. 17, 10312, Vilnius, the Republic of Lithuania; e-mail: [ada@ada.lt](mailto:ada@ada.lt).

You can find more information on their [website](#).

### **More information**

Click [here](#) for more information about our complaints handling procedure.

**The Bank of Italy Glossary can be found [here](#).**