

This Complaints Policy pertains to the services provided to you by Revolut Payments India Private Limited and Revolut Forex India Private Limited (collectively, "Revolut India").

Something went wrong, what should I do?

If you need to contact us about anything at all, our friendly support team is here to help. Just reach out to us via our **in-app chat (open 24 hrs a day 365 days a year)** or via **email** at support-india@revolut.com. Please tell us about the issue(s) you're facing or anything else you need help with in relation to your Revolut account. In order to swiftly resolve any queries, we ask you to explain the issue(s) to us in as much detail as possible and attach any relevant documents to aid your explanation.

If you're not happy with the service received, you can escalate your concerns as a formal complaint.

Step-by-step guide for our formal complaint process:

If you have a complaint about the level of support you received, you can reach out to us anytime via our in-app chat to request a Complaint Form. For your convenience, you can also find the links to our Complaint Form [here](#)

Alternatively, you can also send us an email to complaints-india@revolut.com. If you prefer to send your complaint via email, please ensure to include the following details:

- Your full name
- The phone number linked to your Revolut Account
- The email address linked to your Revolut Account
- The date when the issue happened
- Details of your complaint

Once we have received your complaint we will acknowledge this via email. We may contact you to gather more information relating to your complaint.

For our Multi-currency card, we will investigate all the details of your complaint, and issue our response within 15 days.

For our domestic product, Revolut India has incorporated an escalation matrix to ensure that the right teams are addressing complaints. Customers are requested to adhere to the below escalation structure to ensure timely redressal of their issues.

Level	Team	Email	Details
Level 1	Complaint Team	complaints-india@revolut.com	If your concern/query is not addressed by Support teams or you are dissatisfied with the response, you can reach out to our Complaint team. We will respond within 7-10 days from the date of receipt of your email.
Level 2	Complaint Escalation	complaints-india-escalation@revolut.com	If your concern/query is not addressed within 10 days of escalating to Level 1 or you are dissatisfied with the response from Level 1, you can reach out to our Complaint escalation team. We will respond within 7-10 days from the date of receipt of your email.
Level 3	Nodal Officer	nodalofficer-india@revolut.com	In the unlikely event that your issue remains unresolved to your satisfaction despite escalating to our Complaint Escalation team, you can reach out to our Nodal Officer. We will respond within 7-10 days from

Level	Team	Email	Details
			the date of receipt of your email.

In case you have not received a reply within 30 days of filing your complaint with us or if you are not satisfied with the reply, please feel free to reach out to the Ombudsman as per The Reserve Bank - Integrated Ombudsman Scheme, 2021 issued by the Reserve bank of India. The complaints under the Scheme made online shall be registered on the [portal](#) , or through electronic or [physical mode](#) to the Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017. A copy of the scheme as posted on the RBI website can be found [here](#), which also specifies the grounds on which such a complaint can be filed.

This policy was last updated on 10th Devenber 2025