

Complaints Notice

This Complaints Policy pertains to the services provided to you by Revolut Sociedade de Crédito Direto S.A., Revolut Tecnologia Brasil Ltda. and/or Revolut Brasil Prestadora de Serviços de Ativos Virtuais Ltda.

Something went wrong, what should I do?

If you need to contact us about anything, our support team is here to help. Talk to us through our in-app chat, which is open 24 hours a day, 365 days a year. Please share the issue(s) you are experiencing or any other issue you need assistance with regarding your account. In order to quickly resolve any queries, please explain the problem(s) to us in as much detail as possible and attach any relevant documents to help your explanation.

If you need additional help, or would like to speak with a senior member of staff, ask the attendant assisting you to direct you to a senior attendant/manager. You can also contact us via email at suporte@revolut.com as an alternative way to request help. If you are not satisfied with the service provided through the support channels, you can direct your case to our Complaints team.

Step by step of the Complaints process

If you are not satisfied or have a complaint about the service received in the support channels, you can contact us at any time through our chat to request a Complaint Form. For your convenience, you can also find our Complaint Form [here](#).

If your complaint is not satisfactorily resolved, you can also send an email to ouvidoria@revolut.com. Make sure you include the following details in your email:

- Your full name;
- The phone number linked to your Revolut account;
- The email address linked to your Revolut account;
- The date on which the event in question occurred;
- Details of your complaint that was not satisfactorily resolved in the support channels, and your Complaint Form.

We will inform you of receipt of the email and respond within the applicable legal deadlines. We will also send you a copy of your complaint for your own record. If necessary, we will contact you to obtain more information about your complaint. A dedicated member of our Ombudsman team will investigate your case.

If we have everything we need, we'll do our best to give you the final answer within the legal timeframe.

If we find that we need more information, we will contact you via email so that we can move forward with your complaint. If there is a delay in sending the requested information, this may affect the initially agreed response time.