This page consists of two Parts:
Part I: Revolut Bank UAB Personal Fees (Standard).
Part II: Revolut Bank UAB branch in France Personal Fees.
If you are a customer of Revolut Bank UAB branch in France, **please scroll down to see the terms relevant for you**.

Part I

Revolut Bank UAB Personal Fees (Standard)

This version of terms applies from 22 April 2025 except where indicated otherwise. Please click here to see the previous terms that apply until 22 April 2025.

Subscription

Subscription fee

- Free.

Add money

Add money

- Stored card: free. However, if you add money with a card that has not been issued within the EEA (e.g. a US-based card) or you add money with a commercial card then we may charge a small fee just to cover our costs.
- Bank transfer: free.
- Paysafe cash top-up: 2.5 % per transaction. Limits apply.Please see the limits here.

Card

First Revolut Card

- Free (but a delivery fee applies).

Replacement Revolut Cards

- €6 per replacement (but a delivery fee applies).

Custom Card (design your own card in the Revolut App)

- This feature is subject to card stock availability. We'll tell you what fee applies before you order your card in the App. You will need to pay a fee to ship a Custom Card (we will tell you the fee in the App).
- If you need to replace a Custom Card, the same fee applies.

Special Edition Card

- Price per card varies depending on the edition (a delivery fee applies). If you need to replace a Special Edition Card and the card is still on offer, you will need to pay the same fee again.

Revolut Pro Card

- If you have a Revolut Pro account and order a Revolut Pro card, we'll show you what fee applies for the card before you order your card in the Revolut app (a delivery fee also applies - we'll tell you what fee applies before you order your card in the App). Your Pro card does not count towards the card limit on your Personal plan.

Delivery Charge for Revolut Cards

- We'll show you what fee applies for standard or express delivery before you order your card in the Revolut app. The delivery charge may vary depending on where you are sending the card.

Virtual Revolut Cards

- Free.

Spend

ATM Withdrawals

- Free withdrawals up to 5 ATM Withdrawals or €200 per rolling month (whichever comes first), then a fee applies. That fee is 2% of the withdrawal, subject to a minimum fee of €1 per withdrawal.

Send

This page sets out the payments you can send for free on a Standard plan, and the fees you will pay for any other payments. If a fee applies, we'll let you know in the Revolut app before you make the payment.

Instant Transfers to other Revolut Users

- Free. This means any Instant Transfer to any Revolut user, globally.

Local payments

- Free. This means payments in your base currency that are sent to an account in your country.

Payments within the Single European Payments Area

- Free. This means payments in euros that are sent to an account outside your country but inside the *Single Euro Payments Area* (known as "SEPA"). For Swedish customers, this also includes the same payments when made in Swedish krona. For Romanian customers, this also includes the same payments when made in Romanian leu.

Card transfers

A fee applies for card transfers.

- This means payment directed to a supported non-Revolut card number, made using the Revolut app. This fee will be calculated in real time and shown to you in the app before you confirm the payment. The exact fee will depend on the transaction itself (for example, on how much you are sending and where to). You can also see our live fees here.

All other international payments

- A fee applies for international payments.
- This fee will be calculated in real time and shown to you in the app before you make the payment. You can also see our live fees here. The exact fee will depend on what currency you are sending and where you are sending it to but our maximum fees are capped.
- This means any international payment (other than a payment within the *Single Euro Payments Area*, as set out above)

Pay All Fees feature

- When you make an international payment, intermediary banks may deduct fees from the amount you sent. Our “Pay All Fees” feature allows you to pay a flat upfront fee which guarantees that the recipient receives the full amount. This will be charged instead of the standard international payment fee.
- The amount of the fee depends on your base currency. It can change from time to time, but you will always see the current fee in the app before you agree to the transfer. You can see our current fees and the routes where this feature is available on our pricing page here.

Exchange

Whenever you make an exchange using Revolut within your plan’s exchange limit:

- You get the Revolut exchange rate;
- We add an exchange fee (if one applies); and
- Where possible, we will tell you the total cost before you make the exchange.

This pricing applies to exchanges in money currencies. We’ve explained it in more detail below.

The only time you will pay more is if you exceed your plan’s exchange limit. If you exceed this limit, you will be charged a fair usage fee on the additional amount. These limits are:

- **Standard:** Exchange limit of EUR 1,000 per month. Fair usage fee of 1% applies to any additional exchange.
- **Plus:** Exchange limit of EUR 3,000 per month. Fair usage fee of 0.5% applies to any additional exchange.
- **Premium, Metal and Ultra:** No exchange limit. No fair usage fee.

Where possible, the rate, any fee and the total cost will be shown to you in the app before you make an exchange. You’ll be able to take a look, compare it against our competitors, and decide if you like the total cost or not - we think you will like it. The only exception, where it is not possible to show you the total cost in advance, is when you make a card purchase that requires an exchange to take place in real time (for example, you make a purchase in USD, but you do not have a USD balance, meaning we need to perform the conversion in real time for you). However, after the transaction, you will be able to view the breakdown of the total cost within the app.

Exchanging money currencies

Whenever you make a money currency exchange using Revolut, we use our Revolut exchange rate, add a fee (if one applies), and where possible show you the total cost.

We use our own Revolut exchange rate for money currency exchanges. This rate is set by us. It is a variable exchange rateand is constantly changing. This means that the money currency buy and sell rates are determined based on data feeds from a range of independent sources, as well as the amount of the transaction. You can view the currency exchange rate on our website or in-app.

Exchange rates will be the same whether it's done as an in-app exchange, an exchange for a transfer, or an exchange for a payment.

The fee we charge (if one applies) is an exchange fee. This is a variable fee (which means it is constantly changing) depending on the parameters of your exchange (like what you are exchanging and when). You can see what this fee is in the app. No fees apply if you make a money currency exchange on weekdays (between 6pm New York time on Sunday and 5pm New York time on Friday) and you are within your plan's exchange limit. If you make an exchange on weekends (between 5pm New York time on Friday and 6pm New York time on Sunday) a 1% fee applies.

You can also see what this fee is in the app.

Remember, your money currency exchanges count towards your exchange fair usage limit if you are a Standard or Plus customer (but not if you're a Premium, Metal or Ultra customer).

Please see our FAQs for more information about the money currency exchange, Revolut exchange rate and exchange fee.

Administration fee

- €2.3 per month (this only applies if we decide to close your account and there is still money remaining after the account closure notice period has passed. This fee will be applied to cover our costs for holding and administrating your remaining money. Please see more information about this fee in our Personal terms).

Revolut Pro Account

If you have a Revolut Pro account, the below fees apply in relation to your use of your Revolut Pro account and any services available to you as a Revolut Pro customer like the payment processing product. Please see the Revolut Pro Account terms (which we call the "**Pro Terms**") and the Payment Processing Services Agreement (which we call the "**Payment Processing Terms**") for more information about the services these fees relate to.

Revolut Pro Payment Processing Fees

If you use our payment processing product as a Revolut Pro customer, the below fees will apply to your use of those services. Our fees for online payments include a percentage fee and a fixed fee.Please see the Payment Processing Terms for more information on the services which these fees relate to, and our approach to blending fees.

The following fees will apply (we call these the "**Revolut Pro Payment Processing Fees**"):

Payment Type	Fee
Online payments	

Payment Type	Fee
Visa/MasterCard payments using EEA consumer cards	1% + 0.20 €
Visa/MasterCard/American Express payments using any other cards	2.8% + 0.20 €
American Express payments using EEA consumer cards	1.7% + 0.20 €
Revolut Pay (Account to account)	1% + 0.20 €
In person card payments	
Visa/MasterCard payments using EEA consumer cards	1.5%
Visa/MasterCard payments using any other cards	1.5%
American Express payments using EEA consumer cards	1.7%
American Express payments using any other cards	1.7%
Tap to Pay	1.7%

Merchant Chargebacks

If one of your customers disputes a transaction, they can raise a 'chargeback' request. For example, they may do so if they allege a transaction was fraudulent or a product was counterfeit or not delivered. If the chargeback is successful, the transaction will be refunded, but you'll be charged a chargeback fee. The chargeback fee depends on the currency of the original transaction, as set out below. You may be able to challenge the chargeback request.

There is more information about disputes and chargebacks in our Payment Processing Services Agreement.

The amount of the chargeback fee depends on the currency of the original transaction. If you provide evidence that the transaction has been legitimate and you delivered products or services according to the agreement with the customer, the issuer bank might revert the chargeback and you will also get the chargeback fee reverted back to your Revolut Pro account.

Please see the details about chargeback fee amounts below:

AED	70
AUD	30
BGN	35
CAD	25
CHF	20
CZK	470
DKK	130
EUR	15
GBP	15
HKD	150
HRK	130
HUF	6000
ILS	70
JPY	2000
MXN	450
NOK	200
NZD	30
PLN	80
QAR	70
RON	85
RUB	1400
SAR	70
SEK	200
SGD	30
THB	600
TRY	130
USD	20
ZAR	350

To view this in the regulator's standardised format please click here.
A glossary of the terms used in this document is available free of charge.

Cryptocurrency & Precious Metals fees
This page shows the fees for the services provided to you by us, Revolut Bank UAB branch in France. The Precious Metals product is offered by our UK company, Revolut Ltd, Cryptocurrency products are offered by Revolut Digital Assets Europe Limited ("RDAEL"). You can see these fees here (scroll down to the bottom of the page).

Part II

Revolut Bank UAB branch in France Personal Fees (Standard)

This version of terms applies from 22 April 2025 except where indicated otherwise. Please click here to see the previous terms that apply until 22 April 2025.

Standard extract of fees

National list of the most representative services linked to a payment account. The fees below are excluding bundled services (package) and excluding promotions or specific fees applied to part of our customers.

Subscription to remote banking services (internet, telephone, SMS, etc.):

- Free.
- Excluding the cost of the Internet service provider

Subscription to products offering SMS alerts on the account situation:

- Free

Managing the account:

- Free

Provision of a debit card (systematic authorization payment card):

- Free.
- Delivery fees apply

Cash withdrawal (in the event of a withdrawal in euros in the euro zone from an ATM of another bank with an international payment card):

- Free: up to 5 withdrawals or 200 € per month (whichever occurs first) with a Standard account, fees apply thereafter.
- This fee is 2% of the withdrawal, subject to a minimum fee of 1€ per withdrawal.

Transfer (in the case of an occasional SEPA transfer:

- Free

Direct debit (costs per payment of a SEPA direct debit):

- Free

Direct debit (costs for setting up a direct debit mandate SEPA):

- Free

Intervention commission:

- Free

Opening, operating and monitoring your account

Opening an account:

- Free

Closing an account:

- Free

Add money:

- Stored card: free. However, if you add money with a card that has not been issued within the EEA (e.g. a US-based card) or you add money with a commercial card then we may charge a small fee just to cover our costs.
- Bank transfer: free.
- Paysafe cash top-up: 2.5 % per transaction. Limits apply.Please see the limits here.

Monthly electronic account statement:

- Free

Managing the account:

- Free

Annual fees statement:

- Free

Provision of an IBAN:

- Free

Remote banking

Subscription to remote banking services: internet, telephone, mobile phone, SMS, etc.:

- Free
- Excluding the cost of the Internet service provider

Costs for using remote banking services: internet, telephone, mobile phone, SMS, etc.:

- Free

Subscription to products offering sms alerts on the account situation:

- Free

Your means of payment and transactions

Card

Provision of a debit card (debit card systematic authorization payment):

- Free
- Delivery fees apply

Provision of ephemeral virtual payment cards:

- Free

Cash withdrawal (in the event of a withdrawal in euros in the euro zone from an ATM of another bank with an international payment card):

- Free
- Limits apply depending on the bundled service offer to which you have subscribed

Payment by card in euros:

- Free

Payment by card in a currency other than the euro:

- Free
- A foreign exchange commission fee may apply

Transfers

Issuance of a SEPA transfer (in the case of an occasional SEPA transfer):

- Free

Issuance of a SEPA transfer (in the case of a permanent SEPA transfer):

- Free

Issuance of a non-SEPA transfer (international transfer outside the SEPA zone)
Pay All Fees feature:

- When you make an international payment, intermediary banks may deduct fees from the amount you sent. Our “Pay All Fees” feature allows you to pay a flat upfront fee which guarantees that the recipient receives the full amount. This will be charged instead of the standard international payment fee.
- The amount of the fee depends on your base currency. It can change from time to time, but you will always see the current fee in the app before you agree to the transfer. You can see our current fees and the routes where this feature is available on our pricing page here.

- *Standard and Plus Accounts*

Fees will be calculated in real time and will be presented to you in the app before you make the payment.
You can also see our live fees here. The exact fee will depend on what currency you are sending and where you are sending it to but our maximum fees are capped.

- *Premium Account:*

Fees will be calculated in real time and will be presented to you in the app before you make the payment.
You can see our live fees for international payments here. You will receive a 20% discount on the fee for any international payments you make, regardless of the number of international payments that you make. The 20% discount on the fee will be calculated for each international payment you make. The fee (including the discount) will be calculated in real time and shown to you in the app before you make the payment.The exact fee will depend on what currency you are sending and where you are sending it to, but our maximum fees are capped.

- *Metal Account:*

Fees will be calculated in real time and will be presented to you in the app before you make the payment.
You can see our live fees for international payments here.

You will receive a 40% discount on the fee for any international payments you make, regardless of the number of international payments that you make. The 40% discount on the fee will be calculated for each international payment you make. The fee (including the discount) will be calculated in real time and shown to you in the app before you make the payment. The exact fee will depend on what currency you are sending and where you are sending it to but our maximum fees are capped.

- *Ultra Account:*

Fees will be calculated in real time and will be presented to you in the app before you make the payment.
You can see our live fees for international payments here.
You will receive a 100% discount on the fee for any international payments you make, regardless of the number of international payments that you make. The 100% discount on the fee will be calculated for each international payment you make. The fee (including the discount) will be calculated in real time and shown to you in the app before you make the payment. The exact fee will depend on what currency you are sending and where you are sending it to but our maximum fees are capped.

Card transfers:

- A fee applies for card transfers.
- This means payment directed to a supported non-Revolut card number, made using the Revolut app. This fee will be calculated in real time and shown to you in the app before you confirm the payment. The exact fee will depend on the transaction itself (for example, on how much you are sending and where to). You can also see our live fees here.

Direct debits

Direct debit (fee per payment of a SEPA direct debit):

- Free

Direct debit (fee to implement a SEPA direct debit mandate):

- Free

Change

Foreign exchange commission

Whenever you make an exchange using Revolut within your plan's exchange limit:

- You get the Revolut exchange rate;
- We add an exchange fee (if one applies); and

- Where possible, we will tell you the total cost before you make the exchange.

This pricing applies to exchanges in money currencies. We've explained it in more detail below.

The only time you will pay more is if you exceed your plan's exchange limit. If you exceed this limit, you will be charged a fair usage fee on the additional amount. These limits are:

- **Standard:** Exchange limit of EUR 1,000 per month. Fair usage fee of 1% applies to any additional exchange.
- **Plus:** Exchange limit of EUR 3,000 per month. Fair usage fee of 0.5% applies to any additional exchange.
- **Premium, Metal and Ultra:** No exchange limit. No fair usage fee.

Where possible, the rate, any fee and the total cost will be shown to you in the app before you make an exchange. You'll be able to take a look, compare it against our competitors, and decide if you like the total cost or not - we think you will like it. The only exception, where it is not possible to show you the total cost in advance, is when you make a card purchase that requires an exchange to take place in real time (for example, you make a purchase in USD, but you do not have a USD balance, meaning we need to perform the conversion in real time for you). However, after the transaction, you will be able to view the breakdown of the total cost within the app.

Exchanging money currencies

Whenever you make a money currency exchange using Revolut, we use our Revolut exchange rate, add a fee (if one applies), and where possible show you the total cost.

We use our own Revolut exchange rate for money currency exchanges. This rate is set by us. It is a variable exchange rateand is constantly changing. This means that the money currency buy and sell rates are determined based on data feeds from a range of independent sources, as well as the amount of the transaction. You can view the currency exchange rate on our website or in-app.

Exchange rates will be the same whether it's done as an in-app exchange, an exchange for a transfer, or an exchange for a payment.

The fee we charge (if one applies) is an exchange fee. This is a variable fee (which means it is constantly changing) depending on the parameters of your exchange (like what you are exchanging and when). You can see what this fee is in the app. No fees apply if you make a money currency exchange on weekdays (between 6pm New York time on Sunday and 5pm New York time on Friday) and you are within your plan's exchange limit. If you make an exchange on weekends (between 5pm New York time on Friday and 6pm New York time on Sunday) a 1% fee applies.

You can also see what this fee is in the app.

Remember, your money currency exchanges count towards your exchange fair usage limit if you are a Standard or Plus customer (but not if you're a Premium, Metal or Ultra customer).
Please see our FAQs for more information about the money currency exchange, Revolut exchange rate and exchange fee.

Bundled service offers

Standard Account
Contribution to the bundled service offer:

- Free

Provision of a debit card (international payment card with systematic authorization and immediate debit),
Unlimited SEPA transfers,
Unlimited SEPA direct debits,
Cash withdrawals up to 5 withdrawals or 200 € per rolling month (whichever occurs first), then charges apply,
Revolut <18: 1 account and 1 prepaid card usable by your child
Unlimited ephemeral virtual payment cards:

- Free
- Cash withdrawals exceeding the limits opposite are subject to a fee corresponding to 2% of the withdrawal, subject to a minimum fee of €1 per withdrawal.

Plus Account
Contribution to the bundled service offer:

- Monthly payments: **3.99 €**
- Total annual cost in case of monthly payments: **47.88 €**

OR

- Annual payment: **40.00 €**

Provision of a debit card (international payment card with systematic authorization with immediate debit),
Unlimited SEPA transfers,
SEPA direct debits,
Cash withdrawals up to 200 € per rolling month, fees then apply,

Revolut <18: up to 2 accounts and prepaid cards usable by your children (one account and one card usable per child),
Unlimited ephemeral virtual payment cards:

- Free
- Cash withdrawals exceeding the limits opposite are subject to fees corresponding to 2% of the withdrawal, subject to a minimum fee of €1 per withdrawal.

Premium Account
Contribution to the bundled service offer:

- Monthly payments: **9.99 €**
- Total annual cost in case of monthly payments: **119.88 €**

OR

- Annual payment: **100 €**

Provision of a debit card (international payment card with systematic authorization with immediate debit),
Unlimited SEPA transfers,
SEPA direct debits,
International transfers,
Cash withdrawals up to 400 € per rolling month, fees apply thereafter,
Revolut <18: up to 2 accounts and prepaid cards usable by your children (one account and one card usable per child),
Unlimited ephemeral virtual payment cards:

- Free
- Cash withdrawals exceeding the limits opposite are subject to fees corresponding to 2% of the withdrawal, subject to a minimum fee of €1 per withdrawal.
- International transfers are subject to a fee (see *Issuance of non SEPA transfer* above).

Metal account
Contribution to the bundled service offer:

- Monthly payments: **16.99 €**
- Cost annual total in the event of monthly payments: **203.88 €**

OR

- Annual payment: **165 €**

Supply of a debit card (international payment card with systematic authorization with immediate debit),
Unlimited SEPA transfers,
SEPA direct debits,
International transfers,
Cash withdrawals up to 800 € per rolling month, fees apply thereafter,
Revolut <18: up to 5 accounts and prepaid cards usable by your children (one account and one card usable per child),
Unlimited ephemeral virtual payment cards:

- Free
- Cash withdrawals exceeding the limits opposite are subject to fees corresponding to 2% of the withdrawal, subject to a minimum fee of €1 per withdrawal
- International transfers are subject to a fee (see *Issuance of non SEPA transfer* above).

Ultra account
Contribution to the bundled service offer:

- Monthly payments: **55 €**
- Cost annual total in the event of monthly payments: **660 €**

OR

- Annual payment: **540 €**

Supply of a debit card (international payment card with systematic authorization with immediate debit),
Unlimited SEPA transfers,
SEPA direct debits,
International transfers,
Cash withdrawals up to 2,000 € per rolling month, fees apply thereafter,
Revolut <18: up to 5 accounts and prepaid cards usable by your children (one account and one card usable per child),
Unlimited ephemeral virtual payment cards:

- Free
- Cash withdrawals exceeding the limits opposite are subject to fees corresponding to 2% of the withdrawal, subject to a minimum fee of €1 per withdrawal
- International transfers are subject to a fee (see *Issuance of non SEPA transfer* above).

Basic banking services

If you are eligible for basic banking services within the framework of the exercise of the basic account features you benefit from all the services of our Standard account under the financial conditions of this document:

- Free

Offer for customers in a situation of financial fragility

If you are in a situation of financial vulnerability, you benefit from all the services of our Standard account under the financial conditions of this document:

- Free

Irregularities and incidents

Intervention commission

Intervention commission:

- Free

Specific operations

Costs for administrative seizure to third party holder:

- Free

Costs for seizure:

- Free

Costs of opposition (blocking) of the card by the bank:

- Free

Payments

Costs of information letter in case of unauthorized negative balance:

- Free

Fees for non-execution of a one-time transfer for lack of funds:

- Free

Fees for non-execution of a permanent transfer for lack of funds:

- Free

Fees for occasional incomplete transfer:

- Free

Charges for rejection of direct debit for lack of provision:

- Free

Administration fee

- €2.3 per month (this only applies if we decide to close your account and there is still money remaining after the account closure notice period has passed. This fee will be applied to cover our costs for holding and administrating your remaining money. Please see more information about this fee in our Personal terms)

Revolut Pro Account

Revolut Pro Card

- If you have a Revolut Pro account and order a Revolut Pro card, we'll show you what fee applies for the card before you order your card in the Revolut app (a delivery fee also applies - we'll tell you what fee applies before you order your card in the App). Your Pro card does not count towards the card limit on your Personal plan.

If you have a Revolut Pro account, the below fees apply in relation to your use of your Revolut Pro account and any services available to you as a Revolut Pro customer like the payment processing product. Please see the Revolut Pro Account terms (which we call the "**Pro Terms**") and the Payment Processing Services Agreement (which we call the "**Payment Processing Terms**") for more information about the services these fees relate to.

Revolut Pro Payment Processing Fees

If you use our payment processing product as a Revolut Pro customer, the below fees will apply to your use of those services. Our fees for online payments include a percentage fee and a fixed fee. Please see the Payment Processing Terms for more information on the services which these fees relate to, and our approach to blending fees.

The following fees will apply (we call these the "**Revolut Pro Payment Processing Fees**"):

Payment Type	Fee
Online payments	

Payment Type	Fee
Visa/MasterCard payments using EEA consumer cards	1% + 0.20 €
Visa/MasterCard/American Express payments using any other cards	2.8% + 0.20 €
American Express payments using EEA consumer cards	1.7% + 0.20 €
Revolut Pay (Account to account)	1% + 0.20 €
In person card payments	
Visa/MasterCard payments using EEA consumer cards	1.5%
Visa/MasterCard payments using any other cards	1.5%
American Express payments using EEA consumer cards	1.7%
American Express payments using any other cards	1.7%
Tap to Pay	1.7%

Merchant Chargebacks

If one of your customers disputes a transaction, they can raise a 'chargeback' request. For example, they may do so if they allege a transaction was fraudulent or a product was counterfeit or not delivered. If the chargeback is successful, the transaction will be refunded, but you'll be charged a chargeback fee. The chargeback fee depends on the currency of the original transaction, as set out below. You may be able to challenge the chargeback request.

There is more information about disputes and chargebacks in our Payment Processing Services Agreement.

The amount of the chargeback fee depends on the currency of the original transaction. If you provide evidence that the transaction has been legitimate and you delivered products or services according to the agreement with the customer, the issuer bank might revert the chargeback and you will also get the chargeback fee reverted back to your Revolut Pro account.

Please see the details about chargeback fee amounts below:

AED	70
AUD	30
BGN	35
CAD	25
CHF	20
CZK	470
DKK	130
EUR	15
GBP	15
HKD	150
HRK	130
HUF	6000
ILS	70
JPY	2000
MXN	450
NOK	200
NZD	30
PLN	80
QAR	70
RON	85
RUB	1400
SAR	70
SEK	200
SGD	30
THB	600
TRY	130
USD	20
ZAR	350

Resolve a dispute

If you want to talk to someone about a problem you're concerned about, please contact us through the Revolut app. We can usually fix issues quickly through the app. If you wish to submit a complaint to us, you can use our online form or you can email us at formalcomplaints@revolut.com.

If your complaint relates to a payment service provided by our French branch, our final response to your complaint, or a letter explaining why the final response has not been finalized, will be provided to you within 15 working days of the filing of your complaint, and in exceptional circumstances, within 35 working days (and we will let you know if this is the case).

If your complaint relates to a service provided by our French branch which is not a payment service, our final response will be provided to you within two months from the date of receipt of the complaint. In the event of special circumstances, if the deadlines to which we have committed cannot be kept, we will keep you informed of the progress of the processing of your complaint.

If the answer that was brought to you by our complaints team did not lead to a solution that suits you or if you did not receive any answer within 35 days, you can contact, free of charge, the Ombudsman of the "Association Française des Sociétés Financières" ("ASF").

The Ombudsman can be contacted by any client who is a natural person and does not act for his professional needs. He will respond to you independently and fairly in accordance with the mediation charter available on his website.

The Ombudsman can be contacted online via the dedicated site or by post to the address below:
Monsieur le Médiateur de l'ASF
75854 PARIS CEDEX 17

To find out more about the mediator, go to the dedicated site.

To view this in the regulator's standardised format please click here.
A glossary of the terms used in this document is available free of charge.

Cryptocurrency & Precious Metals fees

This page shows the fees for the services provided to you by us, Revolut Bank UAB branch in France. The Precious Metals product is offered by our UK company, Revolut Ltd, Cryptocurrency products are offered by Revolut Digital Assets Europe Limited ("RDAEL"). You can see these fees here (scroll down to the bottom of the page).