

Making payments and accessing accounts using 'open banking'

Revolut Ltd allows customers to access online Payment Accounts they hold with other providers and initiate payments through those accounts to someone else (eg. a merchant) using 'open banking'. We call these services our Payment Initiation Services. Use of these services is intended for customers in the UK only.

1. What are our Payment Initiation Services?

On your instruction, Revolut will act as a "Third Party Provider" (TPP) enabling you to initiate a payment directly from an online Payment Account you hold with another account provider ("Account Servicing Payment Service Provider").

2. How do the Payment Initiation Services work?

When you use our Payment Initiation Services, you give an instruction to Revolut through the application interface which you have used to access our Services, to initiate a direct payment using an online Payment Account that you hold with a third party provider (this may be a bank or a non-bank institution).

You will be asked to select the Payment Account from which you will fund the payment. You will then be redirected to your Payment Account provider's interface (web or app) and asked to login using a strong customer authentication method (SCA) to proceed. Finally, you will be asked to review and confirm your payment order details, including:

- the payment amount; and
- the recipient details

You must authorise Revolut to make that payment on your behalf but Revolut won't store any of the sensitive data you provide us to give that authorisation. Use of these services is also subject to our [Customer Privacy Policy](#).

You must ensure that all of the payment order details are correct before you confirm the payment order. If you initiate and send a payment to an incorrect account or recipient we will not be able to recover this for you and we will not be responsible for any losses occurred as a result. For your convenience, these details will be pre-populated for you to review and confirm. Once you authorise a payment by providing your confirmation and explicit consent, you will not be able to cancel that payment. We will confirm that the payment has been successfully initiated and return you to the checkout confirmation page, unless we are unable to initiate the payment on your behalf.

Once the payment order has been processed, if you wish to be refunded, you will need to contact the Merchant that provided the goods to arrange the return of the funds. This can be

done via a bank transfer from the Merchant's Revolut Business account back to your Account Provider's account. The Merchant is solely responsible for executing the refund.

We may not be able to initiate a payment on your behalf when;

- You've given us incomplete or incorrect information
- We think that the payment has been initiated fraudulently or unlawfully; or
- We're required to refuse to initiate the payment in order to comply with applicable law or regulation

3. Incorrect or Unauthorised Payments

If you suspect that an incorrect or unauthorised payment has been made using Revolut's Payment Initiation Services you must contact your Payment Account provider immediately. You may be entitled to a refund of the incorrect or unauthorised payment from your Account Provider provided that you notify them of the incorrect or unauthorised payment without delay and in any event no later than 13 months from the date on which the funds were debited. You must contact your Account Provider in the manner set out in the applicable Account Terms. You should be aware that your Payment Account provider may contact you directly (and not through Revolut) if there is an issue with a payment order submitted through Revolut for whatever reason (for example, if there is an issue with your authorisation).

4. Limited liability

We will not be liable to you for any loss arising from events outside of Revolut's control or as a result of the acts or omissions of third parties, in particular your Payment Account provider(s) and/or the application through which you have accessed our Services.

If we don't meet our obligations under these terms and conditions, we will only be responsible for losses that we could have foreseen at the time we entered into the agreement with you. Nothing in these terms and conditions removes our liability for death or personal injury resulting from our negligence or for fraud or fraudulent claims and statements.

English law applies

The laws of England and Wales apply to these terms and conditions.

Taking legal action against us

If you want to take legal action against us in the courts, only the courts of England and Wales can deal with any matter relating to these terms and conditions.

5. How to make a complaint

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.

The Financial Ombudsman Service

If you are unhappy with how we have dealt with your complaint, you can refer it to the Financial Ombudsman Service within six months of the date we sent (or should have sent) our final response to you:

- Their address is: Exchange Tower London E14 9SR.
- Phone from UK: 0800 023 4567.
- Phone from outside UK: +44 20 7964 0500.
- You can find more information on their website.
- You can also use their service through the Online Dispute Resolution platform.

If your complaint is about our service relating to payments into and out of your account, you can also make a complaint to the Financial Conduct Authority.

More information

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

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 Revolut app. 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 using this form. Or you can email us at formalcomplaints@revolut.com.

You'll need to tell us:

- your name;
- the phone number and email address associated with your account;
- 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