

How to make a complaint

If you have a complaint, the best way is to contact us via the in-app chat.

Alternatively, you can submit a complaint using our [online form](#) or contact the Complaints team at formalcomplaints@revolut.com.

If you want to make a complaint related to Revolut's trading product, please [click here](#).

For any other enquiries, please [visit our Help page](#) or contact us via the in-app chat.

Once we have received your complaint we will acknowledge this via email. We will then investigate all the details of your complaint, and issue our response within a couple of days, but this can take up to 15 business days. If you are not happy with our resolution you can refer your complaint to the [Financial Ombudsman Service](#).

If you believe you've been a victim of fraud or if you suspect your account is at risk, to get a quicker reply from us, please follow '[How to report fraud](#)'.