

The complaint

Mr S complains that Revolut Ltd recorded details about a transaction on his banking app incorrectly, causing him distress.

The details of this complaint are well known to both parties, so I won't repeat them again here. Instead, I'll focus on giving my reasons for my decision.

What I've decided – and why

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. Having done so, I agree with the conclusions reached by the investigator for these reasons:

- I agree that due to the nature of the business that was incorrectly recorded on Mr S's banking app, this did cause him unnecessary upset;
- Whilst I understand Mr S's upset, this needs to be balanced with the fact he knew fairly quickly that the only issue was with merchant's name, particularly as the service being provided was recorded correctly. I can see when he contacted Revolut, he'd already identified who the correct merchant was;
- Mr S says when his girlfriend saw the incorrect details on his banking app, this also caused him upset. But as this account was in his sole account I don't think this was a reasonably foreseeable consequence of Revolut's mistake, so I can't hold it responsible for this;
- For all these reasons, I think the investigator's suggested settlement of £50, is fair.

My final decision

My final decision is that I uphold Mr S's complaint against Revolut Ltd and award £50 compensation for the distress and inconvenience caused. As Revolut Ltd has already paid Mr S this compensation, it doesn't need to do anything further.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 31 July 2020.

Yolande Mcleod
Ombudsman