

## **The complaint**

Mrs Z complains about problems encountered whilst making transfers from her account with Revolut Ltd ("Revolut") to an account she held abroad.

## **What happened**

Over a period of 15 days Mrs Z made five transfers from her Revolut account to an account she held with Bank S, totalling 405,566 HUF, approximately £1136. Mrs Z says that when the first four transfers weren't received, she contacted Revolut to find out what happened. According to Mrs Z, Revolut said that the funds hadn't been returned. At this point, Mrs Z asked Revolut to trace the funds. Mrs Z says that this process should've taken two weeks, but it took much longer. Some of the funds eventually were returned back into her Revolut account, whilst the others arrived in her Bank S account.

Revolut looked into the complaint and upheld it, they say that they had inputted the correct account details. They were unable to comment on the information that was inputted by the intermediary banks. And therefore, advised Mrs Z to contact the receiving bank directly to get clarity around this. Revolut acknowledged the delay and gave Mrs Z €50 as a gesture of goodwill.

As Mrs Z wasn't happy with the response, she brought her complaint to us. One of our investigators looked into the complaint and didn't uphold it. The investigator said that it was likely the delay was due to the routing information not being correctly updated. But as routing information wasn't provided or updated by Revolut or its partner bank, she couldn't hold Revolut responsible for the delay. The investigator felt that Revolut had acted fairly in chasing things up for Mrs Z and by making a gesture of goodwill payment.

Mrs Z was unhappy with the view and supplied us with the standard settlement instructions (SSI), updated by Bank S. These instructions show the codes that should be used to route money correctly between accounts. Mrs Z says this information shows Revolut's partner bank used the wrong code when routing the payments. Our investigator reviewed the information, but her view remained unchanged. She said that she hadn't seen any definitive evidence to show the exact date the routing instructions were updated to counter her initial view. And on that basis, she didn't think Revolut needed to do anything further.

Mrs Z has responded to the investigator and said that she'd lost out financially as a result of this matter. She'd paid a fee for raising this matter to the complaints body covering her receiving bank and wants Revolut to pay this to her. Mrs Z also said she has paid additional interest at Bank S as the transfers were late. So, this matter has been passed to me to decide.

## **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.

I've thought about whether Revolut are responsible for the funds not reaching the receiving bank. And whether they caused delays once some of the funds were rejected by the

receiving bank.

In order to send funds abroad there are codes and instructions - bank identifier code (BIC) and SSI - that act as a specific address for the receiving bank account. The sending bank has to ensure these codes and instructions are correctly applied to the transaction to ensure the funds reach the right account. The receiving bank is responsible for publishing and updating the codes and instructions that need to be used for its accounts. Both banks may use intermediary banks to route money.

I've reviewed the decision made by the complaints body of the receiving bank that Mrs Z has supplied to us. I acknowledge that the decision says bank S haven't made an error here. But the decision doesn't go further in specifying where the errors occurred. I'm aware that Mrs Z has spent time trying to get to the bottom of this issue. I've seen the SSI information that shows the partner bank may have routed the funds through bank C instead of bank D. I've also noted that this evidence doesn't show what the instructions were on the days that the payments were sent. Due to the mixed evidence, it's difficult to determine where exactly fault lies. But even if I were to accept that the error was from the sending side of the transactions, I still think that Revolut have done enough to acknowledge the distress and inconvenience that this matter caused Mrs Z.

Revolut have acknowledged that there was a delay in the funds reaching the receiving bank. I find that the €50 compensation for the level of distress and inconvenience seems fair in the circumstances of the complaint. I acknowledge that Mrs Z has been concerned by the level of interest that she was charged. She hasn't specified what her losses were. The only information I could see was in the decision relating to her complaint against her receiving bank and this indicated that the sum charged was relatively small. Likewise, I appreciate Mrs Z has incurred a small fee in also complaining to the complaints body covering her receiving bank. But I don't think it would be right to require Revolut to pay for Mrs Z decision to escalate a complaint about another financial business.

Through no fault of her own, Mrs Z has spent time and effort trying to resolve a problem with her money transfers. I appreciate this will have been inconvenient and frustrating for her. Revolut has already paid Mrs Z €50 in recognition of the difficulties she experienced. And overall, I'm satisfied this is fair and reasonable in the circumstances of this complaint.

### **My final decision**

To settle the complaint Revolut credited Mrs Z's account with €50. I think this is fair in all the circumstances. So, I'm not going to ask Revolut to do anything more.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs Z to accept or reject my decision before 13 May 2021.

Afroz Rasool  
**Ombudsman**