

The complaint

Mr S has complained that he transferred £2,00 from his bank (which I will refer to as 'B') to his account with Revolut Ltd, but the funds never arrived. He's unhappy that despite providing Revolut with details of the transfer, it didn't trace the funds.

What happened

Mr S contacted Revolut, to explain he'd transferred £2,000 from his account with B, to his Revolut account. But the funds had not arrived into his account. Revolut said that it would need a transaction confirmation in order to trace the funds. But Mr S explained he couldn't provide this, as he'd made the transaction online, and a confirmation wasn't available from B for this type of transaction.

Revolut explained that its system automatically assigns money to a customer's account, provided the correct reference number and account details are used. As this hadn't happened, it thought there must have been an error/missing details.

To try to locate the funds, Revolut asked for a detailed bank statement/confirmation of the transfer, containing all the information about the sender and the beneficiary. This would include information such as:

- name of bank;
- amount of funds;
- date;
- currency;
- BIC;
- IBAN;
- reference; and
- tracking number.

Mr S provided Revolut with a cropped screen shot, showing the date, amount and that the payment is to Revolut. Separately, he provided his account details. But the majority of the information Revolut explained it needed was missing, so it wouldn't be able to locate the funds without more.

One of our investigators looked at what had happened. But he didn't think it was unreasonable for Revolut to ask for the information it had. Although our investigator understood Mr S thought the information he'd provided was more than enough, he didn't consider that it showed the transaction was made from Mr S's own account with B, or into his Revolut account. This was because the information provided was generic, and could be from anyone's account into anyone's Revolut account - there was no sort code, account number, sending bank name, account holder information, payment reference or what sort code and account number the payment was meant to go into.

Our investigator noted that Revolut had recommended that if Mr S couldn't provide the required details, that he contact B to recall the payment. He also explained that since the

problem began, in 2018, the Revolut account details used to make the transfer to are no longer valid, because its agreement with the previous payment processor has ended. Do it again recommended that Mr S contact B, to request for it to recall the payment. to them and I'm not satisfied you provided the information it requested.

In conclusion, our investigator thought Revolut had acted sympathetically and supportively throughout, but that it couldn't proceed without further information. He thought this was reasonable. He explained he'd seen no evidence that Mr S had contacted B to ask for further details to be provided in an alternative format, or to ask for the payment to be recalled. So He encouraged Mr S to do so.

Mr S disagreed. He said B hadn't been able to provide the requested details, as they weren't available on the Internet banking portal. He felt that Revolut knew it had received the £2,000, and the fact he'd provided a screenshot of the transfer from his Internet banking portal, plus a screenshot of the details of Revolut's bank, should have been sufficient.

Our investigator explained that although everything may not have been available on the portal, he wasn't satisfied that Mr S had asked B for the information in an alternative format. All he'd provided was a cropped screenshot.

Mr S's complaint has now been passed to me.

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 our investigator, and for the same reasons. I'll explain why.

Revolut asked for specific information, which I don't think was unreasonable. Like our investigator, I can't see that Mr S tried to obtain this, after it became apparent that the cropped screenshot from the portal - and, separately, Revolut's account details, would not be enough. I've carefully considered Mr S's point that what he provided should have been sufficient. But I don't agree. The information was very generic – it could have been from anyone's account, given that it was so cropped. I'm not suggesting for a moment that Mr S didn't make the transfer. But what he's provided isn't sufficient to allow Revolut to trace the funds, as its system requires more particular, specific information.

Accordingly, I don't think it was unreasonable for Revolut to ask for more before it could further assist in tracing the missing funds.

My final decision

For the reasons given above, it's my final decision not to uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 1 January 2021.

Elspeth Wood
Ombudsman