

The complaint

Mr B complains about problems he experienced with his Revolut Ltd account after a merchant claimed a payment twice.

What happened

Mr B has a pre paid debit card with Revolut and on 24 February 2020 he made a payment to a merchant. On 28 February 2020 the merchant tried to claim the payment again

On 28 February 2020 Mr B has advised that a debit card payment he tried to make was declined and contacted Revolut via its online chat facility. Revolut advised that the merchant Mr B had previously paid had processed an offline payment. That meant the transaction wasn't processed on the day Mr B authorised the payment.

Revolut advised that Mr B's account balance would change after either seven or 15 days had passed, depending on what the payment was for, and that he would need to make a payment in the meantime. Revolut suggested Mr B contact the merchant.

Mr B asked the first contact at Revolut to escalate his concerns at 19:30 and a manager joined the online chat at 19:51. Mr B says it took too long to escalate his concerns.

The manager resolved this situation for Mr B and said they would ensure he didn't lose out due to the exchange rates used.

Mr B complained a Revolut offered him a free Premium Plan upgrade, accepting that his online chat could have been handled better. Mr B asked Revolut to relook at his concerns and it has sent a number of emails to him in response. Revolut didn't agree that it had made any errors in terms of the way the payment was processed but felt the service Mr B received could have been better and offered him the cash equivalent of two months at the Premium Plan, totalling £13.98.

Mr B referred his complaint to our service and it was passed to an investigator to review. They agreed that the service Mr B received fell short at times but felt that overall, Revolut had dealt with matters reasonably and its offer of £13.98 reflected issues raised. Mr B asked to appeal and said that he shouldn't have been referred back to the merchant to query the payment, that he didn't authorise two payments and that he disagreed that Revolut had dealt with his complaint fairly. Mr B's case has been passed to me to make a 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.

In response to the investigator, Mr B asked some questions and explained that he hadn't authorised two payments to the merchant in question on 24 February 2020. I appreciate that Mr B only made one payment on 24 February 2020. When a debit card payment is made the funds are initially reserved as a pending payment on the account to be debited. The

merchant then normally claims the full payment on the same day, which means the reserved funds are debited from the customer's account.

In this case, the merchant didn't try to claim Mr B's payment immediately and did so as an offline payment. The merchant doesn't appear to have continued processing the existing payment, instead a new transaction was put through. Whilst the way the merchant processed the payments did lead to a negative available balance, only one payment was ever claimed by the merchant.

Mr B has asked how this occurred given that he only authorised one payment. The payment systems merchants and banks use are largely automated and it's clear something did go wrong. It appears that the merchant processed the transaction twice. But my role is to look at Revolut's actions and make a decision about whether it made any errors when processing Mr B's payments. I haven't found any evidence to show that Revolut authorised payments it shouldn't have or that it made errors.

Revolut suggested Mr B contact the merchant. Although that wasn't necessary, I think it was a reasonable request. Mr B completed the purchases and I'm satisfied it wouldn't have been unreasonably difficult for him to query why the merchant had tried to take two payments. But Revolut was able to resolve the situation so Mr B didn't have to take the step of contacting the merchant.

Mr B's concerns about the payment and his available balance were dealt with on 28 February 2020 over Revolut's online chat facility. Mr B has raised various concerns about how his queries were handled, including having to make two requests for his call to be escalated. I've reviewed the chat log and I thought the service provided by Revolut was professional and courteous throughout. The first person Mr B spoke with explained what had happened, suggested Mr B contact the merchant and went on to check with other colleagues if there was anything further they could do to help. Mr B's request for his query to be escalated to a manager was complied with once they were certain there was nothing further that could be done to assist.

Mr B says it took too long for the manager to become involved. Mr B first requested a manager's involvement at 19:30 and the first message he received from them was at 19:51. I can see that Mr B was frustrated, but I'm not persuaded that the twenty minute delay impacted Mr B to the point where I can reasonably tell Revolut to increase the settlement.

Overall, Mr B's questions took around an hour to resolve. Mr B says that's too long, but Revolut had to look into the situation and consider options to resolve it. Revolut accepts Mr B's argument that the first person he chatted to could have handled things better and has offered him £13.98 as a gesture of goodwill. I can see that Mr B was frustrated at the responses Revolut gave him, but I didn't find an unreasonable level of delays. I think Revolut's offer of £13.98 to resolve Mr B's complaint is fair.

I'm sorry to disappoint Mr B but I haven't been persuaded to uphold his complaint. I'm satisfied the Revolut's offer of £13.98 is fair in all the circumstances. Should Mr B wish to accept Revolut's offer he can either contact our investigator for assistance or get in touch with Revolut directly.

My final decision

My decision is that I don't uphold this complaint because Revolut Ltd has already made an offer that is fair in all the circumstances.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 4 November 2020.

Marco Manente
Ombudsman