

## **The complaint**

Ms H complains that she was charged fees when making an international transfer using Revolut Ltd. She wants to be compensated for the charges and for lost income as a result of the transfer not going through when expected.

## **What happened**

In April 2020 Ms H used Revolut to make an international transfer of US dollars ('USD'). Around a week later, Ms H noticed that the money had been returned to her account but she'd been charged \$70.

Ms H contacted Revolut. They told her that the transfer didn't go through as intended as incorrect information may have been entered by Ms H and the intermediary bank had charged the fees. Ms H then transferred her money to a different bank and made the international transfer through that account. She says she was charged a further fee for doing so.

Ms H complained to Revolut about the fees charged and loss of income as a result of the transfer not going through. They didn't uphold her complaint and explained that they hadn't charged her any fees for the international transfer. Revolut offered Ms H an additional two months of their premium service for free.

Ms H referred her complaint to our service. Our investigator found that Revolut hadn't done anything wrong and didn't recommend that the complaint be upheld. Ms H didn't accept the investigator's findings. The complaint has now been passed to me for 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.

Having done so, I have to tell Ms H that I think the investigator reached a fair outcome here. So I don't uphold her complaint. I'll explain why.

Ms H instructed Revolut to transfer money to an account abroad. It did this. But the transfer failed. Revolut says the reason given for the failure was "*BENEFICIARY SPECIFIED IS NOT KNOWN AT ASSOCIATED SORT/NATIONAL CLEARING CODE*". In other words, the details were wrong. This wasn't Revolut's fault.

When the money was returned to Ms H's account it was \$70 short. Revolut has explained the \$70 was taken in fees by the intermediary and/or receiving bank. This is common and Ms H's account terms and conditions say it might happen. Ms H was also told it might happen when she initiated the transfer. I don't think Revolut should have to refund her the fees taken by other banks. And I'm satisfied it did enough to make Ms H aware her transfer could incur fees.

Ms H has said that when she made Revolut aware there'd been a problem they weren't very helpful. But I've seen a copy of the chat conversation between Ms H and Revolut and I feel that they did their best to explain what had happened based on the information available to them at that time – including providing the reason why the transfer hadn't gone through. Ms H also asked to speak to a manager and was quickly able to.

In response to our investigator's assessment, Ms H has said Revolut told her to try the transfer again without changing the details. But based on the chat I can see the Revolut manager said: *'I would kindly ask you to check the beneficiary details, contact the bank and clarify if all good with this account'* and *'Could you please check if the details are for sure correct and if the beneficiary bank can accept SWIFT payments?'*. The manager then tried to assist Ms H with putting the transfer through but she was unable to based on the account information Ms H had at that time. So I don't think Revolut treated Ms H unfairly or unreasonably when trying to resolve the failed transfer issue for her.

Ms H says based on her experience with Revolut she chose to then transfer the money through a different account and had to pay another transfer fee. As I don't think Revolut did anything wrong I don't think it put Ms H in a position where she had to do this. It follows that I don't think it should have to reimburse Ms H for the fee she paid to another bank.

As a gesture of goodwill Revolut offered Ms H two months of its premium account service for free. I think this was a fair gesture in the circumstances.

I know Ms H will be disappointed with this outcome. But my decision brings to an end what we – in trying to informally resolve her dispute with Revolut – can do for her.

### **My final decision**

For the reasons set out above, I don't uphold Ms H's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms H to accept or reject my decision before 7 January 2021.

Daniel O'Shea  
**Ombudsman**