

## **The complaint**

Mr K complains about Revolut Ltd's ("Revolut") handling of a money transfer.

## **What happened**

Mr K wanted to transfer €320 to his friend's bank account. He says, as his friend's account was in Euros and his account with Revolut is in GBP, he was instructed by the Revolut mobile app that he needed to open an Euro account with Revolut so funds could be transferred in Euros. Mr K proceeded with this and bought Euros from the bank account linked to his Revolut account – which Mr K says incurred a fee. Mr K says he then sent the funds using the app but the Euros were converted back into GBP and sent to his friend's account. Mr K says his friend was then charged a fee to receive the funds in GBP which Mr K had to pay. Mr K says he then spent several hours on the Revolut helpline during which he says he received misinformation.

Mr K complained and Revolut responded and explained they're still investigating the issue surrounding the transfer being sent in GBP instead of Euros. They accepted the level of support Mr K received when he contacted the helpline wasn't reasonable. They apologised and credited Mr K's account with £75 for the distress and inconvenience. They also, as a gesture of goodwill, started a two-month subscription to their Premium plan free of charge. During our investigation, Revolut explained they'd investigated the issue with the transfer and found there hadn't been a technical error as Mr K appears to have selected GBP instead of Euros.

Our investigator looked into things for Mr K. He thought Revolut weren't responsible for the issue with the transfer but they had made an error when providing Mr K with support. He felt the £75 already paid was reasonable and didn't recommend Revolut take any further steps. Mr K disagreed so the matter has come 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've decided not to uphold the complaint. I understand Mr K will be disappointed by this but I'll explain why I have made this decision.

My role requires me to say how a complaint should be settled quickly and with minimal formality and so I'll focus on what I consider to be the crux of the complaint and the main areas of dispute.

I understand Mr K wanted to transfer funds to a friend and he says he followed instructions from Revolut to enable him to do this. The information shows Mr K opened a 'EUR wallet' so that funds could be sent in Euros. Revolut have provided transaction information which shows the amount Mr K wanted to send – which is an amount in Euros. It also shows what Mr K actually sent – which is an amount in GBP. The information shows there are two 'pockets' available for Mr K to send the funds; a Euro pocket and a GBP pocket. I've seen the transaction details for this transfer and this shows the currency pocket used was in GBP.

Revolut say, this means Mr K would've selected the Euro pocket as the pocket to charge for the transfer, but he would then have selected GBP as the transfer currency. Revolut say, therefore, in order to assign the payment, the beneficiary bank needed to exchange GBP back into Euros, so the payment was converted twice during its journey from Mr K to his friend.

Taking this into account, I can't say Revolut have made an error. The transaction information shows the GBP pocket was selected to transfer the funds and I haven't seen any information which suggests a technical error was responsible for automatically switching the pocket to send the transfer funds. I do acknowledge Mr K says he was charged an exchange rate fee by Revolut and a further £30 to exchange the funds back into Euros and correct the error. I can see Revolut refunded Mr K their fee of £3.50 but I won't be asking them to reimburse Mr K the £30 he has incurred as I don't find them to be responsible for the funds being sent in GBP.

Turning now to the complaint about Revolut's handling of Mr K's queries when he contacted the helpline to find out what had happened. Firstly, I've looked at the service given to Mr K. Revolut have admitted they got things wrong when Mr K didn't receive the level of support he should've. The only issue I have to decide for this part of the complaint is whether their offer of compensation is fair and reasonable.

I think it's right that Revolut should compensate Mr K for the frustration and inconvenience caused by their poor service. To help decide what a fair and reasonable level of compensation should be, I've looked at the error by Revolut and what the impact of that error has been.

Mr K was understandably frustrated when he was given different responses to explain what had happened and it doesn't appear the agents fully understood Mr K's concern. Mr K was also inconvenienced in having to re-join the helpline chat facility over a few days to get support. Taking this all into account, I think the apology and £75 paid by Revolut is fair and reasonable in the circumstances. I acknowledge Mr K was frustrated at not getting a clear response to explain how the error with the transfer arose, but I hope Mr K feels reassured he has the answer to that now.

I note Mr K asks, if he was to repeat this transaction again, would the service work as it's intended to. I'm afraid I can't answer that for Mr K. Revolut say the transaction process did work as intended in this case as the error wasn't caused by a system or technical issue. So, if Mr K does wish to carry out a similar transaction in future, Revolut have explained why and how the error occurred here so I hope that does provide some comfort to Mr K on how this can be avoided in future.

Mr K asks why it is that Revolut's advertised service doesn't work, why their helpline doesn't help and why their complaints procedure doesn't offer answers. I've already addressed the first part of Mr K's queries above. I do acknowledge Mr K's frustration about the helpline and, as mentioned above, I think the compensation Revolut have paid fairly reflects the impact on Mr K. I think Revolut have also provided Mr K with a degree of reassurance that they've taken his complaint seriously as they confirm this case will be thoroughly reviewed by the management team and the support agents involved.

In relation to Mr K's concern about the complaints process, complaint handling isn't a regulated or other covered activity. So as a general rule, and in line with the law, if the complaint is solely about complaint handling, we wouldn't be able to look into things. Where complaint handling forms a part of a customer's complaint, then we can take into account complaint handling when looking at the overall customer experience. In this case, I can't say the issues which Mr K raises about the complaints handling are an extension of the issues

which relate to regulated activities, so I can't look into the complaint handling part of the complaint.

I understand Mr K will be disappointed, and I do acknowledge why he's upset about his overall experience with Revolut during this transaction. I wish to reassure Mr K I've read and considered everything he has sent in, but if I haven't mentioned a particular point or piece of evidence, it isn't because I haven't seen it or thought about it. It's just that I don't feel I need to reference it to explain my decision. This isn't intended as a discourtesy and is a reflection of the informal nature of our service.

### **My final decision**

For the reasons I have given, it is my final decision that the complaint is not upheld.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr K to accept or reject my decision before 7 March 2023.

Paviter Dhaddy  
**Ombudsman**