

The complaint and background

Miss S complains Revolut Ltd won't reimburse the money she lost (just under £5,600) when she fell victim to an employment scam.

Our investigator didn't uphold the complaint. They didn't think any of the payments looked suspicious such that Revolut ought to have made additional checks before processing any of them. Nor did they think Revolut missed an opportunity to recover Miss S's loss.

Miss S has appealed. She says she was vulnerable, under the influence of the scammer and wasn't given any warnings by Revolut.

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 taken into account longstanding regulatory expectations and requirements, and what I consider to be good industry practice, Revolut ought to have been on the look-out for the possibility of fraud and made additional checks before processing payments in some circumstances.

I have reviewed Miss S's account and the payments she made to the scam. Having considered when they were made, their value and who they were made to, I'm not persuaded Revolut ought to have found any of the payments suspicious, such that it ought to have made enquiries of Miss S before processing them.

I appreciate the value of the loss will be significant to Miss S. But in looking at Revolut's role, I'm mindful it didn't have much information about how she usually transacted (given Revolut wasn't her main account provider) to know what looked concerning for her. The scam payments also weren't made in one go, but with a gap of around a week in between – so didn't all happen in quick succession.

I note the payments were sent from Revolut to a crypto provider. But that doesn't mean they should automatically be treated as suspicious in the absence of other concerning factors. This point also meant Revolut couldn't have successfully recovered Miss S's funds; her dispute is with the scammer the funds were sent on to, not the legitimate crypto provider she paid directly.

Whilst Miss S has undoubtedly been the victim of a cruel scam, I don't find there were any failings on Revolut's part that would lead me to uphold this complaint. I appreciate Miss S's circumstances contributed to the scam she fell victim to, and how the scammer's actions helped persuade her they were genuine. But I don't think it was remiss that Revolut didn't provide any warnings when processing the payments.

My final decision

For the reasons given above, my final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss S to accept or reject my decision before 31 December 2024.

Rachel Loughlin
Ombudsman