

The complaint

Mr A complains that Revolut Ltd (Revolut) is refusing to refund him the amount he lost as the result of a scam.

What happened

The background of this complaint is well known to all parties, so I won't repeat what happened in detail.

In summary, Mr A was contacted via a messaging service offering him a remote working role reviewing travel packages with a company I will call X. Mr A was given access to what appeared to be a genuine platform to complete tasks.

When Mr A completed a task the balance on his account with X would drop to a negative amount that Mr A was required to clear by making a payment into the account via cryptocurrency.

The more payments Mr A made the greater the amount was requested from him until he was no longer able to make further payments. Mr A realised he had fallen victim to a scam when he contacted a genuine company with the same name as X and it confirmed Mr A had been dealing with a cloned version of the genuine company.

Mr A made the following payments in relation to the scam:

Payment	Date	Payee	Payment Method	Amount
1	13 June 2023	Individual 1	Transfer	£11.82
2	14 June 2023	Individual 2	Transfer	£110.00
3	14 June 2023	Individual 3	Transfer	£40.00
4	15 June 2023	Customised trade corp	Transfer	£5.00
5	16 June 2023	Individual 3	Transfer	£584.00
6	24 June 2023	Noble trading	Transfer	£1,140.00
7	27 June 2023	Noble trading	Transfer	£2,490.00
8	17 July 2023	Noble Trading	Transfer	£3,205.00
9	20 July 2023	Individual 4	Transfer	£800.00
10	23 August 2023	Noble Digital	Transfer	£4,785.00

Our Investigator considered Mr A's complaint and didn't think it should be upheld. Mr A didn't agree, so this complaint has been passed to me to decide.

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.

It isn't in dispute here that Mr A has been the victim of a scam and has lost money as a result. However, even when it is clear that a scam has taken place, and an individual has been tricked out of their money, it doesn't necessarily follow that a business will need to refund the money that has been lost.

Recovering the payments Mr A made

Mr A made payments into the scam via transfer. When payments are made via transfer Revolut has limited options available to seek recovery. Revolut has confirmed it did attempt to recover the payments Mr A made but other than the payment of £800 this was not successful.

With the above in mind, I don't think Revolut had any reasonable options available to it to recover the remaining payments Mr A made in relation to the scam.

Should Revolut have reasonably prevented the payments Mr A made?

It has been accepted that Mr A authorised the payments that were made from his account with Revolut, albeit on X's instruction. So, the starting point here is that Mr A is responsible.

However, banks and other Payment Services Providers (PSPs) do have a duty to protect against the risk of financial loss due to fraud and/or to undertake due diligence on large transactions to guard against money laundering.

The question here is whether Revolut should have been aware of the scam and intervened when Mr A made the payments. And if it had Intervened, would it have been able to prevent the scam taking place.

Revolut didn't intervene when the first 6 payments were made, but it did provide interventions when Mr A made the last 4 payments Mr A was presented with warnings for each of the last payments, he made based on the reasons he gave for making those payments. As Mr A selected incorrect reasons for the payments he was making, the warning presented to him were not tailored to the scam he was experiencing.

But even so, I think the warnings that were presented to Mr A should have caused him concerns as they specifically warned Mr A that the transfers could be a scam and that the transfer was more unusual than 99.2% of all Revolut transfers.

It's clear that Mr A did have concerns, as he highlighted the warning he received to X by providing a screenshot of it to X. X was however able to guide Mr A through the warning so he could successfully make the payment.

X stated: *"I am guiding you right so no need to worry"*.

Mr A provided screenshots of the payment processes to X throughout the scam when he came to an obstacle, and as above X guided Mr A through the screens showing Mr A where he should click on the screen to progress.

Given the information I have highlighted above, I think Revolut could have intervened further when Mr A made some of the payments in relation to the scam, but it is also clear that Mr A was being guided by X and was content to follow that guidance. So even if Revolut did provide further interventions I think it's likely Mr A would have referred to X and X would have guided him past any warnings to make the payments (as it did previously).

As I don't think any further interventions from Revolut would have made a difference, I don't think Revolut missed an opportunity to uncover the scam and it not responsible for Mr A's loss.

My final decision

I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 7 March 2025.

Terry Woodham
Ombudsman