

The complaint

Ms A complains that Revolut Ltd (“Revolut”) won’t refund £1,450 she lost to a safe account scam in May 2023.

The details of this complaint are well known to both parties, so I won’t repeat everything again here. Instead, I will focus on giving the reasons for my 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 agree with the conclusions reached by the investigator for the following reasons:

- It isn’t in dispute that Ms A authorised the disputed payment she made from her Revolut account. The transfer was requested by her using her legitimate security credentials provided by Revolut, and the starting position is that firms ought to follow the instructions given by their customers in order for legitimate payments to be made as instructed.
- However, I’ve considered whether Revolut should have done more to prevent Ms A from falling victim to the scam, as there are some situations in which a firm should reasonably have had a closer look at the circumstances surrounding a particular transfer and provided a warning. For example, if it was particularly out of character.
- I appreciate that Ms A has lost over £1,000, which isn’t an insignificant amount of money. However, I’m not persuaded that a single payment of £1,450 being made to a new payee would’ve appeared particularly unusual or suspicious. The characteristics of the payment wouldn’t have indicated a heightened risk of financial harm, and had no other hallmarks that would commonly be associated with scam payments (such as several payments being made to the same payee in quick succession). Ms A had also told Revolut that the reason for her opening the account was to make transfers, so the payment wouldn’t have appeared inconsistent with this either.
- Therefore, I’m not persuaded there was anything in these circumstances that ought reasonably to have triggered Revolut’s fraud monitoring systems, or that would’ve required it to reasonably provide a scam warning.
- In terms of recovering the money, I can see that Revolut contacted the beneficiary bank on 19 May 2023, within 24 hours of Ms A reporting the scam. Unfortunately, it was told that the money had already been removed from the account. I understand that Ms A doesn’t consider Revolut acted quickly enough. But the beneficiary account wasn’t held with Revolut in the United Kingdom, it was held with its Lithuanian entity. And given it was dealing with an international beneficiary rather than one based in the United Kingdom, any recovery efforts would be on a best endeavors basis. There would have been nothing requiring the beneficiary bank to respond to Revolut and take immediate action, and I note that it didn’t receive a response until two days after Revolut had

initiated its recovery attempt. So, I'm not persuaded that any quicker action from Revolut would have likely resulted in the funds being recovered in these circumstances.

I appreciate this will likely come as a disappointment to Ms A, and I'm sorry to hear she has fallen victim to a cruel scam. However, in the circumstances, I do not consider it would be fair and reasonable to hold Revolut liable for her loss.

My final decision

For the reasons given above, I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms A to accept or reject my decision before 10 June 2024.

Jack Ferris
Ombudsman