

The complaint

Mr G complains that Revolut Ltd won't refund the money he lost to a scam.

The details of this complaint are well known to both parties, so I won't repeat everything again here. Instead, I'll 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 Mr G authorised one payment of £600 on 20 February 2024 from his Revolut account to a money transfer service ('T'). He believed he was verifying his online marketplace account with this payment but he says he didn't see T's details as the recipient.
- Revolut has provided evidence that the payment was requested by Mr G using his legitimate security credentials. Revolut has shown that the payment went through additional verification within Mr G's mobile app via 3Ds authentication. This would have required Mr G to confirm the amount of £600 was debiting his account. He did confirm the payment so the starting point is that banks 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 identify that Mr G could be falling victim to a scam, as there are some situations in which a bank or Payment Service Provider (PSP) should reasonably have had a closer look at the circumstances surrounding a particular transaction. For example, if it was particularly unusual and out of character.
- Having considered the disputed payment, I don't think it was particularly unusual or suspicious in appearance. The payment was also made to a legitimate company and even though it was a larger payment than Mr G commonly made, customers do sometimes make one-off larger payments. I don't think Revolut would reasonably have suspected that Mr G could be falling victim to a scam and so I don't think it missed an opportunity to prevent his loss.
- As the payment was made via debit card, Revolut's only option to recover it would have been via the chargeback scheme. I've noted Revolut didn't pursue a chargeback claim and I don't think this was unreasonable. Mr G paid a legitimate company that operated as a money transfer service and would have provided that service. I appreciate Mr G feels that Revolut could have assisted in recovering his payment prior to it being completed on T's end. I don't agree that this would have been reasonable. As unfortunate as it is, being the victim of a scam on its own, isn't a

valid chargeback ground. T didn't misrepresent their services to Mr G, the scammer tricked him into sending a payment to them, and so I don't think Revolut acted unreasonably by choosing not to raise a chargeback claim.

I appreciate my outcome will come as a disappointment to Mr G and I'm very sorry to see he's lost money to cruel scammers. But I don't think Revolut can be reasonably held responsible for the loss for the reasons I've already explained.

My final decision

My final decision is, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 9 July 2024.

Dolores Njemanze
Ombudsman