

The complaint

Miss P complains Revolut Ltd didn't do enough when she fell victim to a job scam.

What happened

The details of this complaint are well known to both parties, so I will not repeat them again here. The facts are not in dispute so I will focus on giving the reasons for my decision. This decision relates to two transfers made by Miss P to the scammers in April 2023.

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 these reasons:

- Miss P opened this account only a few days before she started sending payments to the scam. Due to this Revolut didn't have an account history to compare her spending to. But I can't say the opening reason she gave contraindicated how she then went on to use the account.
- The first transfer Miss P made was for £800. Revolut provided Miss P with a general warning which related to her making a payment to a new payee. Considering the value involved here I think this was proportionate and it wasn't required to do anything more.
- Miss P then sent £4,150 to the scammer. It wasn't clear from the payee that this payment was for cryptocurrency (as Miss P understood it was) and I can see she said the payment was for 'Goods and Services'.
- Revolut provided a tailored warning to Miss P around the purpose she selected. While not everything it presented would've been specifically relevant to her situation, given the information Revolut held, including the payee information and the reason she gave, I think this was also proportionate in the circumstances. And Miss P wanted to go ahead with the payment despite the scam information provided.
- I have also seen in Miss P's correspondence with the scammer that they pre-empted business intervention and coached her to mislead the business about what she was doing.

- Due to the above I don't think Revolut needed to do anything more than it did when processing these payments.
- Revolut did attempt to recover this payments for Miss P, but the funds had already been spent, or moved on by the recipients by the time she reported the scam. I've seen the full larger payment was moved on the same day Miss P sent it.

My final decision

For the reasons set out above, I don't uphold Miss P's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss P to accept or reject my decision before 30 May 2024.

Amy Osborne
Ombudsman