

The complaint

Mr K complains Revolut Ltd won't refund funds he lost to a car purchase scam.

What happened

The details of this complaint are well known to both parties, so I will not repeat them again here in detail. The facts are not in dispute so I will focus on giving the reasons for my decision.

Mr K found a car on eBay that he was interested in and corresponded with the seller. They advised him to pay the company via bank transfer and after asking some questions about the car he sent the funds. The car didn't arrive and Mr K stopped receiving responses from the company. Mr K asked Revolut for assistance in retrieving the funds but it wasn't able to do so.

Mr K then complained to Revolut and said it should've intervened and asked him additional and probing questions about the payment, which would've unravelled the scam. Revolut disagreed so Mr K brought his complaint to our service. Our investigator didn't uphold his complaint as they considered Revolut had proportionately intervened. Mr K disagreed and asked for a 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 these reasons:

- Revolut did recognise Mr K's payment could pose a risk, so rather than simply processing it, it asked him additional questions about the purpose of the payment and provided him with some information covering scam risks for the reason he selected.
- When Mr K confirmed he was paying for 'Goods and Services' the information asked him to think about whether the price of the item was too good to be true; if there was a recommended payment method (and to use that); and to research the seller. So it highlighted to him things to consider before going ahead.
- I accept Mr K looked up the company and it seemed genuine. But Mr K (via his representative) has acknowledged to us the price was "*unbelievably low*" for the car. And we've seen screenshots Mr K took off eBay which set out that he shouldn't exchange contact details with the seller or buy outside of eBay. This is also known to be in eBay's terms. So he wasn't using the recommended or contractual method to pay. So at least two of the three things on this list related to his situation and should've concerned him, but he chose to go ahead despite this.
- Considering the amount involved and the situation here, I think Revolut's intervention was proportionate. The questions/information presented to him should've made him think

that proceeding with the transaction was a risk. And so, in order to go ahead, Mr K had to actively ignore the risks Revolut had drawn to his attention. I therefore think it did enough here and so it isn't required to refund Mr K for the loss.

- Revolut did try and recover Mr K's funds from the beneficiary account, but no funds remained. I think it did what it was required to here, but unfortunately the scammer had already moved the funds on, which is commonplace in these situations.

My final decision

For the reasons set out above, I don't uphold Mr K's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr K to accept or reject my decision before 13 June 2024.

Amy Osborne
Ombudsman