

## **The complaint**

Mr G says Revolut Ltd refuses to refund him for transactions on his account he says he didn't authorise.

## **What happened**

Mr G's version of events have varied and been adapted several times throughout this complaint by himself and his representative. I have summarised the latest version here.

Mr G disputes eight transaction on his account which took place between 27 October 2023 and 29 October 2023. He says he used his card and PIN to make the first transaction, which he believed to be for around £175. He later discovered he had been charged £878.14 and he would like Revolut to refund him the disputed amount. Mr G also disputes seven transactions which took place the next day. He says he tried to pay for one beer in a bar and kept being told the transaction was declined, so he kept trying. Mr G would like Revolut to refund him this money as well.

Revolut investigated Mr G's initial complaint when he complained to it on 29 October 2023. At this time, he told Revolut that his debit card had been lost or stolen on a night out abroad and he disputed all the transactions above – saying these were not carried out by him. So Revolut raised the relevant chargeback request and investigated Mr G's complaint. Revolut decided not to uphold his complaint on the basis that the genuine card and PIN had been used for all the disputed transactions. And without persuasive evidence of how his PIN was compromised, it held Mr G liable for all the disputed transactions.

Our investigator also considered the complaint as it was initially laid out by Mr G and based on the evidence supplied, also came to the same conclusion. However, in response to the initial assessment Mr G and his representative changed their position to say that Mr G had made the transactions in questions, but he was disputing the amounts and number of transactions. Mr G now blames Revolut's app for not functioning correctly, which meant that he could not see the amounts being taken out his account.

Revolut refused to consider the complaint again on the basis that Mr G did not provide it with genuine evidence to raise the relevant charge back in the first instance. Our investigator also felt that Mr G's new testimony did not alter her outcome as she was satisfied the transactions were authorised. Mr G didn't agree so the complaint has been passed to me for a final 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.

It's worth stating upfront that based on Mr G's recent testimony, he doesn't dispute trying to authorise these transactions. He now says that he wasn't aware of the amounts of the first and second transactions, and he wouldn't have made so many transactions if he'd known the second transaction had been effectively made.

I'm in no doubt the evidence points to Mr G authorising all eight transactions. While I appreciate, he vehemently believes some of the transactions were declined, all the evidence supplied demonstrates this wasn't the case. For completion, I have seen the evidence that Mr G's genuine card and PIN were used for these transactions, and I am not persuaded that Mr G's PIN was compromised. So, I am satisfied that it is more likely than not that Mr G made these transactions himself – as he now also admits.

As I'm sure Mr G and his representative understand, our service can only consider the actions of Revolut, not the merchants involved. Revolut didn't do anything wrong in applying the charge drawn by the merchants against Mr G's debit card to his account. By Mr G entering his card into the merchant's card machine each time, Mr G provided authority for them to do so. So, whilst the amount may be in dispute, this is still an 'authorised' payment in terms of the relevant regulations (The Payment Services Regulations 2017 – PSRs).

When there is a problem between a merchant and a customer, sometimes (subject to the scheme rules), a chargeback can be raised. There is no right to a chargeback and a card provider (here Revolut) doesn't have to pursue a chargeback. But we'd generally consider it good practice that a chargeback be raised if there is a reasonable chance of it succeeding.

Revolut did raise a charge back for these transactions based on Mr G's original complaint points. This led them to raise a chargeback in relation to fraud, not in relation to a dispute about the goods or services not being provided. And based on what Mr G first told it, I think it was reasonable for Revolut to do this. Revolut now says it is no longer willing to consider Mr G's complaint as he was not honest from the start about the circumstances surrounding his complaint – and I can't make it. I've also considered that the time limit for raising a charge back has now lapsed, so even if Revolut were willing to do so the deadline has already passed.

Mr G also says that the Revolut app was not displaying all the transactions, so he wasn't aware that he was being scammed by the merchants. Mr G says, had the app been working correctly, he would have kept his card blocked and not used it again after the first transaction and this would've prevented further loss. However, I don't agree, and I'll explain why.

Mr G says he saw a transaction on his account to the first merchant for £886.10 as declined. And no other transactions were showing on the account at that time, so he had no reason not to unblock his card. But Mr G says himself he was not expecting such a large payment and was expecting this transaction to be around £175, so I would've expected Mr G to keep a closer eye on future transactions he was making.

Mr G says because he wasn't aware the first disputed transaction went through; he continued to try and unblock his card. However, I am persuaded that Mr G was suspicious at this point as he decided to transfer a large amount of money to another account. He says he was not sure what blocked his card, but he didn't contact Revolut to ask either. And he seemed adamant to unblock the card to use it, as he said some venues would not accept his other payment methods. So, I think he had suspicions he had been scammed already and still tried to unblock his card. And I also think he still would've still tried to unblock his card even if he had seen the first transaction go through in, as his other payment methods were not widely accepted.

As I've mentioned above, I can't comment on the 'fairness' of the way in which the merchants did or didn't display their prices and operate their card machine. And nothing involving Mr G's complaint about Revolut prevents Mr G from taking things further with the merchants themselves or via the police, should he choose to do so.

However, considering all the evidence supplied I am not holding Revolut responsible for

these transactions and so I won't be asking it to refund any of the money

### **My final decision**

I am not upholding this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 14 August 2024.

Sienna Mahboobani  
**Ombudsman**