

## The complaint

Mr C complains, via a representative, that Revolut Ltd (“Revolut”) won’t refund the money he lost to a job scam.

## What happened

The details of this complaint are well known to both parties, so I won’t repeat everything again here.

In brief, Mr C met a person through a well-known dating app. This person introduced Mr C to a fake drop shipping company that I will call B. B told Mr C that he would be paid commission for selling clothing online that would be produced by other third parties, but he would have to send funds to B, via a crypto exchange, in order to sell the products.

Mr C made the following payments from his Revolut to an account he held with a crypto exchange. These funds were then sent on to B.

Transaction Number	Date	Amount	Payment type
1	03 June 2023	£1,000	Card payment
2	06 June 2023	\$2,475.76 USD	Card payment
3	08 June 2023	£5,000	Card payment
4	08 June 2023	£780	Card payment
5	11 June 2023	£1,220	Card payment

When Mr C did not receive his “commission” from B, he realised he had been scammed. He complained to Revolut about this matter as he believes that Revolut should have prevented the payments being made. Revolut did not uphold his complaint.

After Mr C had referred his complaint to this service, one of our investigators assessed the complaint and they too did not uphold this complaint. He thought that Revolut should have provided a general crypto scam warning during payment 3. But at the time, such a warning would not have typically included warnings about the type of scam that Mr C was involved in. The investigator concluded that a warning would likely not have stopped Mr C from carrying on with the transactions in question. So overall he did not think that Revolut could have prevented the scam.

Mr C did not agree and therefore his complaint has been passed to me to issue 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.

It isn't in dispute that Mr C has fallen victim to a scam here, nor that he authorised the disputed payments he made to B. The payments were requested by him using his legitimate security credentials provided by Revolut, and the starting position is that Revolut 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 Mr C from falling victim to the scam. As there are some situations in which a bank should reasonably have had a closer look at the circumstances surrounding a particular transaction. For example, if it was particularly out of character for that account holder.

I note that the investigator did not seem to mention payment 2 and listed the payments in a different order. But even taking this into consideration, I agree that Revolut did not need to intervene until the £5,000 payment, which I believe was payment 3 given the timings of the payments on the transaction history. I say this because, given the size of the other transactions, I don't think that they were large enough or had a pattern indicative of someone being scammed to have prompted an intervention from Revolut.

In relation to payment 3, this payment was £5,000. So I would've expected Revolut to show Mr C a general crypto warning and my understanding is that it did not. But I don't think had it done so, that this would have stopped the scam. After all, Mr C wasn't investing in cryptocurrency. He understood he was using the cryptocurrency platform to deposit funds into his drop shipping shop, to allow him to send clothing items to people who had made orders on his online shop. So, I'm not satisfied the kind of warning I'd have expected at this time would've stopped him from going ahead with the payments. The kind of risk Revolut would've been highlighting simply didn't relate to the situation Mr C was in. Given that the payments made after this point were small, I don't think that Revolut needed to intervene again.

So overall I don't think that Revolut could have uncovered or stopped the scam.

## **Recovery**

I've also thought about whether Revolut could have done more to attempt to recover the payments after Mr C reported the fraud. But Revolut are not part of the Contingent Reimbursement Model. I also don't think the funds could have been recovered via other means, such as by a chargeback, as the card payments were essentially a means to send money to his crypto exchange account and this is what actually happened.

I appreciate this will come as a disappointment to Mr C, and I'm sorry to hear he has been the victim a scam. However, I'm not persuaded that Revolut can fairly or reasonably be held liable for the losses that he said he incurred in these circumstances.

## **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 Mr C to accept or reject my decision before 12 February 2025.

Charlie Newton  
**Ombudsman**