

The complaint

Mr I complains that Lloyds Bank PLC did not reimburse the funds he says he lost to a scam.

What happened

Mr I says he was contacted on a social media site by an individual who said he worked for an investment company. Mr I says the individual showed him his online trading account that showed significant returns. After building a rapport over a few months, Mr I began investing in cryptocurrency and sent over £100,000 to various accounts from his Lloyds account. However, Mr I was unable to withdraw his funds and eventually raised a scam claim with Lloyds.

Lloyds was able to recover £800.35 from the beneficiary accounts. They issued a final response letter in which they did not agree to reimburse Mr I further. This is because they did intervene in some of the payments, however Mr I was not truthful about the purpose of the payments, meaning they were unable to give a relevant warning to him.

Mr I referred the complaint to our service via a representative and our Investigator looked into it. They explained that they had not seen enough evidence showing a scam had occurred, such as correspondence about the scam, evidence of his loss or statements showing the cryptocurrency being moved onto the scammer.

Mr I's representatives responded with some screenshots of messages between Mr I and various phone numbers. When asked to provide a full transcript of the conversations, Mr I said that he had since changed his number and no longer had access to any of the conversations.

As an informal agreement could not be reached, 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.

I firstly need to be satisfied that a scam occurred in the way Mr I has described. While one piece of evidence that I can take into consideration is Mr I's testimony, I will often need other supporting evidence to show what happened and when. For example, it is important to know what Mr I understood the payments to be for, what he thought he would receive in return and how he came to realise something was not right. It is also important to know exactly what loss he incurred.

The only piece of evidence I have been provided with, apart from Mr I's testimony and his Lloyds account statements, are some screenshots of messages between Mr I and a number of different phone numbers. These messages are not in any particular order, and only show a few messages across a few days in the five month span that the payments took place in. While these messages do show an individual asking Mr I to send payments, they do not

confirm what the payments are for, who they are going to and importantly, they do not mention an investment or returns. So it is difficult for me to agree that these messages meaningfully support Mr I's testimony.

We asked Mr I for his cryptocurrency wallet statements, so we could see funds being forwarded on to different wallets and evidence his loss. However, Mr I has said that the payments he made went directly to bank accounts that were supposed to be part of the investment fund, so he could not provide these. But in the submission to our service by his representative, it said he had opened accounts with different cryptocurrency wallet providers, and I can see a number of card payments going from his Lloyds account directly to a cryptocurrency provider. So, it is unclear to me why he had been unable to provide a statement evidencing at least part of his loss in cryptocurrency.

I am not questioning Mr I's version of events, but I do need to be satisfied a scam has occurred in the way that has been described. Mr I has been given reasonable time to provide relevant evidence but has been able to. I therefore do not think I have seen enough to agree it is more likely a scam occurred. Because of this, I think it is fair and reasonable that Lloyds has not refunded Mr I in the circumstances and I do not direct it to take further steps to remedy the complaint.

My final decision

I do not uphold Mr I's complaint against Lloyds Bank PLC.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr I to accept or reject my decision before 13 May 2025.

Rebecca Norris
Ombudsman