

The complaint

Mr M is unhappy that a payment he sent from his Revolut Ltd account didn't reach the intended recipient account.

What happened

On 1 December 2022, Mr M made a payment of £756.30 from his Revolut account. The payments intended recipient told Mr M that they hadn't received the money, and Mr M contacted Revolut about this the following day. Revolut checked their systems, which showed that the payment had been successfully received by the intended recipient's bank. But Mr M contacted Revolut again a few days later and said that the intended recipient was still claiming that the payment hadn't been received.

Revolut escalated the matter and arranged for a trace of the payment to take place. This took several weeks, as it was dependent upon the cooperation of the recipient bank, but in mid-January 2023, it was confirmed by the recipient bank that the money sent by Mr M had been received by the intended recipient. Revolut explained this to Mr M, but Mr M confirmed that this was in contradiction to what he was still being told by the intended recipient, who maintained that they hadn't received the money. So, he raised a complaint.

Revolut responded to Mr M and reiterated that all their investigations confirmed that the payment had been completed successfully and that the intended recipient had received the money that Mr M had sent. Mr M wasn't satisfied with the response to his complaint issued by Revolut, so he referred his complaint to this service.

One of our investigators looked at this complaint. But they felt that Revolut had been able to demonstrate that the payment had been processed correctly and that Mr M's money had been received by the intended recipient. Mr M remained dissatisfied, so the matter was escalated to an ombudsman 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.

Having done so, I'm satisfied from the information provided to this service by Revolut, and by the intended recipient's bank themselves, that the payment in question did complete correctly and that the £756.30 was received by Mr M's intended recipient.

Because of this, it seems to me that the issue here is a civil one between Mr M and the recipient of the payment themselves.

I note that Mr M has himself explained that when he presented proof that the payment had completed successfully to the recipient, that the recipient became hostile towards him and has not responded to any further messages from Mr M. And I feel that this further implies that the disagreement here is a private one between Mr M and the recipient.

Mr M has asked why Revolut can't recover the £756.30 from the recipient for him. This is because Revolut undertook and completed a valid payment instruction. Mr M wanted to send £756.30 to the recipient, and Revolut did this for Mr M.

Once the payment was completed – which, to reiterate, I'm satisfied that it did – then the money became the property of the recipient, meaning that Revolut have no right to insist upon its reimbursement to the recipient's bank. Instead, given that a valid payment instruction completed, any subsequent issue between Mr M and the recipient is a civil matter between them.

If he hasn't already, Mr M can ask Revolut to ask the recipient's bank to try to negotiate the return of the money from the recipient's account. But any such request would be on a best-endeavours basis, with its success being largely dependent on the cooperation of the recipient themselves. Although if the recipient does not cooperate, Revolut should provide all relevant information about the payment to Mr M – if they haven't done so already – to help Mr M pursue the recipient via legal channels, should he wish to do so.

Ultimately, while I sympathise with Mr M about what's happened and hope that he is able to recover his money from the recipient, I don't feel that Revolut have done anything wrong or unfair here. And because of this, I won't be upholding this complaint against Revolut.

I hope that Mr M will understand, given all that I've explained, why I've made the final decision that I have.

My final decision

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 9 September 2024.

Paul Cooper
Ombudsman