

The complaint

Mr A complains Revolut Ltd didn't do enough to protect him when he fell victim to a job scam.

What happened

Mr A has an account with Revolut and has been a customer for over six years. He has an account elsewhere with a business who I'll refer to as "L" throughout the rest of this decision.

Mr A says he was contacted out of the blue on a well-known messaging app by someone claiming to be from a recruitment company. He says they asked him if he was interested in a job that involved earning commission and he said he was. He then spoke to someone else who explained what the job involved – completing tasks online – and the platform he'd use. Mr A says he was added to a group of people who were doing the same job, and that they all appeared to be doing well. He says he was able to complete tasks to begin with but had to send more and more money to the platform in order to unlock tasks as time went by. He says that between 11 and 18 February 2023 he sent over £32,000 to the platform via a well-known cryptocurrency provider. He sent that money from his account with Revolut and funded his account with Revolut from his account with L. Mr A says he realised he'd been scammed after he approached L for a loan.

In January 2024 Mr A contacted Revolut with the help of a representative to say he'd been scammed and that Revolut hadn't done enough to protect him. Revolut looked into Mr A's claim and says it attempted eight chargebacks – as the payments were made using Mr A's debit card – but none of these were successful. Revolut said it couldn't, in the circumstances, refund Mr A. Mr A was unhappy with Revolut response, so his representatives complained to our service.

One of our investigators looked into Mr A's complaint and said that Revolut should have been concerned when Mr A attempted to make a payment of £7,000 on 14 February 2023 and that it had missed an opportunity to prevent further losses from this stage. So, they recommended that Revolut refund 50% of Mr A's losses from this £7,000 payment together with 8% interest from the date of payment to the date of settlement. Mr A's representatives accepted. Revolut didn't. Revolut said that Mr A was making "me to me payments" for which it shouldn't be liable and that the payments were not unusual either. So, it asked for Mr A's complaint to be referred to an ombudsman for a decision. His complaint was, as a result, passed to me.

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.

In this case, I'm satisfied that Mr A made eight payments from his account to Revolut to a well-known cryptocurrency provider between 11 and 18 February 2023. Our investigator thought that the second payment Mr A made – for £2,100 – on 14 February 2023 ought to have been a cause for concern as it was unusual compared to Mr A's normal account

activity. I agree – it took the total amount he'd sent to what was identifiably cryptocurrency to over £4,000 in less than an hour. I also agree that Revolut should, at that stage, have given Mr A a warning relevant to cryptocurrency investment scams. I agree, given that this was a job scam, that had Revolut done so it wouldn't have broken the spell. In other words, I don't think Revolut missed an opportunity to prevent further loss at this stage.

An hour later, I'm satisfied that Mr A made another payment for £7,000 to what was identifiably cryptocurrency. I agree with our investigator that there should have been human intervention at this stage. In other words, Revolut should have stopped this payment and reached out to Mr A on in-app chat. Had Revolut done so, I agree with our investigator that the job scam would have come to light. In other words, I agree that Revolut missed an opportunity to prevent further loss from this stage.

Our investigator recommended that Mr A share liability in this case. Mr A's representatives accepted this recommendation, and I think that they were right to do so given the red flags our investigator has mentioned.

Putting things right

Given everything I've just said, I agree that Revolut ought to refund 50% of the payments that Mr A made from his £7,000 payment on 14 February 2023 onwards.

My final decision

My final decision is that I'm upholding this complaint and require Revolut Ltd to refund 50% of the payments that Mr A made from his £7,000 payment on 14 February 2023 onwards together with 8% simple per annum interest from the date of payment to the date of settlement.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 21 February 2025.

Nicolas Atkinson
Ombudsman