

## **The complaint**

Mr J complains Revolut Ltd didn't do enough when he fell victim to a safe account scam.

## **What happened**

Mr J has an account with Revolut which he opened in September 2022.

Mr J says he was called by someone claiming to be from Revolut on 5 May 2023. He says the person who called him told him that his account had been compromised and that he needed to move his money to a safe account. Mr J says the person who called him had all his details. Mr J says the person who called him got him to make five payments – totalling just under £9,500. He says they then hung up and at that point he realised he'd been scammed. He contacted Revolut using its in-app support chat straightaway to say he'd been scammed.

Revolut looked into Mr J's report and said that as he'd authorised all of the transactions it hadn't been able to raise a successful chargeback and that its normal security processes had worked. Mr J wasn't happy with Revolut's response and complained with the help of a representative. Mr J's representative ultimately referred the complaint to us.

One of our investigators looked into Mr J's complaint and said that the first payment – which was for £100 – was too small to have been concerning to Revolut. He'd also received a warning in relation to that payment as it was a transfer to a new beneficiary. So, they didn't think Revolut could have done anything about that payment. They did, however, think that Revolut should have given Mr J a tailored written warning about cryptocurrency investment scams when he tried to make the second payment – as this was for £5,000 and identifiably to cryptocurrency – but didn't think that this would have made a difference as the scammer appeared to be guiding Mr J through the app process. Our investigator did, however, think that Revolut should have intervened when Mr J tried to make a third payment – less than a minute later - for £2,968.74 and that human intervention would have brought the scam to light. So, they recommended that Revolut refund 50% of Mr J's payments from the third payment onwards as they thought liability should be shared. Mr J's representatives accepted. Revolut didn't and sent us detailed reasons for not doing so. Mr J's complaint was, as a result, referred to an ombudsman for a decision. His complaint was 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 J transferred £100 to a new beneficiary at 14:43 on 5 May 2023 and then made four card payments to cryptocurrency totalling £9,365.86 between 14:47 and 14:50. In other words, made four card payments totalling almost £10,000 in the space of three minutes. There's no dispute that all of the payments were authorised. Mr J, however, says that he was tricked into making them. I'm satisfied that before Mr J transferred the £100 Revolut's systems detected that he was making a payment to a new beneficiary and so the following warning was displayed in his app:

*"Do you know and trust this payee? If you're unsure, don't pay them, as we may not be able to help you get your money back. Remember, fraudsters can impersonate others, and we will never ask you to make a payment."*

Mr J says that he believed he was sending money to an account in the Revolut employee's name – the one who was calling him. His statements show that he was sending money to "Lucy Anne Atkinson". We asked Mr J's representatives why Mr J was sending money to an account in that person's name, and their response was that that was the name of the employee he'd been told he was talking to. In other words, Mr J was, it seems, aware that he was sending money to "Lucy Anne Atkinson". His representatives have also said that the number they were using was 01442 780239.

There are some obvious inconsistencies in what we've been told. The number Mr J's representatives have mentioned doesn't appear to have any links to Revolut and in the chat when he reported the scam Mr J referred to the agent – seemingly a reference to "Lucy Anne Atkinson" – as "he". The screenshot that Mr J sent Revolut when he reported the scam suggests that he called 01442 780239 at 15:55 and that there were three previous interactions with that number that day. Again, this is inconsistent with what we've been told, in which there's no mention of earlier missed calls, only one call lasting 20 to 30 minutes. These are all additional reasons why I agree with our investigator that there are lots of red flags in this case, and why liability should at the very least be split 50 / 50. The question I have to decide is whether or not Revolut should bear any responsibility.

In this case, it's clear that the scammer was, at the very least, guiding Mr J through the process and that, as our investigator has said, any tailored warning that Revolut gave would have almost certainly been ignored by Mr J. I do, however, agree with the investigator that Revolut should have intervened when Mr J attempted his third payment and that this intervention should have been a human intervention. I accept that Mr J had ignored a previous warning mentioning that fraudsters sometimes contact customers impersonating banks. But I do think in this particular case that Mr J would have realised he was being scammed if an actual agent from Revolut had contacted him as it would have quickly become apparent that the other person he was speaking to who was claiming to be from Revolut couldn't be.

### **Putting things right**

For the reasons I've just given, I agree with our investigator that Revolut should refund 50% of Mr J's losses from the third payment onwards. That's because I agree Revolut missed an opportunity to prevent further loss to Mr J because there wasn't a human intervention when there should have been – one that would have brought the scam to light.

### **My final decision**

My final decision is that I'm upholding this complaint and require Revolut Ltd to refund 50% of Mr J's losses from the third payment 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 J to accept or reject my decision before 15 May 2025.

Nicolas Atkinson  
**Ombudsman**