

The complaint

Miss I complains that Revolut Ltd won't refund the full amount of money she lost to a scam.

What happened

The background to this complaint is well-known to both parties, so I won't repeat it in detail here. But in summary and based on the submissions of both parties, I understand it to be as follows.

Miss I complains that on 07 November 2023 and 11 December 2023 she sent two payments of £500 and £900 to what she thought was a legitimate forex investment.

When Miss I lost contact with the person she sent the money to on the messaging service, she raised a complaint with Revolut.

Revolut looked into the complaint but it said it didn't have enough information to complete its investigation. Miss I remained unhappy, so she brought her complaint to our service.

Our investigator looked into the complaint but didn't uphold it. Our investigator didn't think the payments were of a value that would've triggered Revolut's automatic payment checking system. He also didn't think Revolut could've recovered the money, due to the time between Miss I losing the money and logging the claim.

As Miss I didn't agree with the investigator's view, the complaint's been passed to me to decide.

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'm very aware that I've summarised this complaint briefly, in less detail than has been provided, and in my own words. No discourtesy is intended by this. Instead, I've focussed on what I think is the heart of the matter here. If there's something I've not mentioned, it isn't because I've ignored it. I haven't. I'm satisfied I don't need to comment on every individual point or argument to be able to reach what I think is the right outcome. Our rules allow me to do this. This simply reflects the informal nature of our service as a free alternative to the courts.

Where the evidence is incomplete, inconclusive, or contradictory, I must make my decision on the balance of probabilities – that is, what I consider is more likely than not to have happened in the light of the available evidence and the wider surrounding circumstances.

In line with the Payment Services Regulations (PSR) 2017, consumers are generally liable for payments they authorise. Revolut is expected to process authorised payment instructions without undue delay. As an Electronic Money Institution (EMI), they also have long-standing

obligations to help protect customers from financial harm from fraud and scams. However, there are many payments made by customers each day and it's not realistic or reasonable to expect an EMI to stop and check every payment instruction. There's a balance to be struck between identifying payments that could potentially be fraudulent, and minimising disruption to legitimate payments.

Having considered the size of the individual payments, I'm satisfied they were not of a value or remarkable enough to have triggered Revolut's payment checking process. The payments were also spread across different days and don't show any characteristics of what we would normally attribute to a scam.

So, I don't find Revolut did anything wrong when they didn't stop Miss I's payments.

Miss I has also complained about the service Revolut gave her when she reported the claim. Having seen the transcript from the online chat Miss I had with the advisor, I appreciate how frustrating it must have been when the advisor asked for more evidence of the scam. Given that Miss I didn't have the conversations she had with the scammer due to it being deleted, I'm satisfied Revolut hasn't acted unfairly when it asked for more information to support the claim that Miss I had been scammed.

Recovery

Revolut didn't attempt to recover any of the funds, but I'm not convinced this would've had any impact on getting Miss I's money back. After the payments were made, I couldn't reasonably expect Revolut to have done anything further until Miss I notified it of the scam. The earliest Miss I notified Revolut of the scam was 25 days after the last payment was made, and from what we know of scammers, they generally withdraw or move the funds within 24 hours of the payments being made.

As the payments were transfers, the chargeback scheme wouldn't have been available to be used.

So, I don't think I can hold Revolut responsible for Miss I being unable to recover her funds.

Miss I feels that Revolut should refund the money she lost due to the scam. I understand that this will have been frustrating for her. But I've thought carefully about everything that has happened, and with all the circumstances of this complaint in mind I don't think Revolut needs to pay Miss I any compensation. I realise this means Miss I is out of pocket and I'm really sorry she's lost this money. However, for the reasons I've explained, I don't think I can reasonably uphold this complaint.

My final decision

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss I to accept or reject my decision before 27 April 2025.

Tom Wagstaff
Ombudsman