

The complaint

Mr A complains about the actions of Revolut Ltd when he lost money to a scam.

Mr A is being represented by a claims management company but, for ease of reading, I'll only refer to Mr A.

What happened

The detailed background to this complaint is well known to both parties. So, I'll only provide a brief overview of some of the key events here.

In early April 2023 Mr A was contacted by a third-party merchant in relation to a potential job role. He was led to believe he was assisting a company with international payments that were linked to the number of tasks he completed. In the same month he exchanged GBP into crypto in his Revolut app which he then sent to the third-party merchant.

In May 2023 Mr A was then contacted by another third-party offering him an online task-based role for another merchant. Mr A was told that he had to simulate real users to optimize the merchant's app to increase traffic and positive reviews. He was asked to download screen sharing software by the merchant and was supported in sending money via his Revolut debit card to accounts he held at crypto exchanges. In total Mr A made the following payments;

Exchanges into crypto;

Date	Time	Type of transaction	Amount
04 April 2023	4:45pm	Exchange to BTC	£1,000
17 April 2023	2:46pm	Exchange to BTC	£1,000
19 April 2023	11:39am	Exchange to BTC	£400
		Total	£2,400

Payments to crypto exchanges;

Date	Time	Type of transaction	Amount
08 June 2023	11:30am	Card Payment to Crypto exchange	£100
08 June 2023	11:58am	Card Payment to Crypto exchange	£500
09 June 2023	10:53am	Card Payment to Crypto exchange	£8
09 June 2023	9:34pm	Card Payment to Crypto exchange	£500
09 June 2023	9:38pm	Card Payment to Crypto exchange	£1,700
09 June 2023	9:43pm	Card Payment to Crypto exchange	£192
26 June 2023	9:38pm	Card Payment to Crypto exchange	£300
26 June 2023	9:39pm	Card Payment to Crypto exchange	£400
26 June 2023	9:40pm	Card Payment to Crypto exchange	£200
29 June 2023	9:50pm	Card Payment to Crypto exchange	£820
		Total Loss	£4,720

Mr A realised he had been scammed when he was unable to withdraw his commission from the merchant's website. So, he contacted Revolut to make a claim for his money.

Revolut reviewed the claim but said it hadn't done anything wrong so it wouldn't be offering Mr A any refund. Unhappy with that response, Mr A brought his complaint to the Financial Ombudsman.

Our investigator didn't think the complaint should be upheld. He said Revolut should've stopped the sixth debit card payment to the crypto exchange and provided a warning to Mr A but that this wouldn't have stopped him from sending money to the scammers.

Mr A disagreed and asked for an Ombudsman's review. He said Revolut should've done more to protect him from the scam as the payments were unusual and to high-risk crypto exchanges. He added that any warnings from Revolut should've provided information about job scams which would've uncovered the scam.

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've reached the same conclusion as our investigator. And for largely the same reasons. I'm sorry to hear that Mr A has been the victim of a cruel scam. I know he feels strongly about this complaint and this will come as a disappointment to him, so I'll explain why.

I've read and considered the whole file. But I'll concentrate my comments on what I think is relevant. If I don't mention any specific point, it's not because I've failed to take it on board and think about it, but because I don't think I need to comment on it to reach what I think is a fair and reasonable outcome.

Where the evidence is incomplete, inconclusive, or contradictory, I have to 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.

I've firstly considered whether Revolut should've done more to stop all the payments Mr A made towards this scam. It is common ground that Mr A authorised the scam payments here. I accept that these were authorised payments even though Mr A was the victim of a scam. So, although it wasn't his intention to pay money to the scammers, under the Payment Services Regulations 2017 (PSRs) and the terms of his account, Mr A is presumed liable for the loss in the first instance.

However, taking into account the law, regulatory rules and guidance, relevant codes of practice and good industry practice, there are circumstances where it might be appropriate for Revolut to take additional steps or make additional checks before processing a payment in order to help protect customers from the possibility of financial harm from fraud.

So, I have looked into what this means for this case and whether Revolut should have done more here to prevent the payments in dispute.

I've considered whether Revolut should've been suspicious of the exchange of Mr A's money into crypto in April 2023. Having looked at the value of the exchanges (£2,400 across three transactions) I don't think Revolut would've considered those to be unusual or suspicious here. The Revolut account was newly set up, so it didn't have any account history

to compare this to at the time. The exchanges were for relatively low values and also spread out over fifteen days. So, I don't think Revolut treated Mr A unfairly by not doing anything further to speak to Mr A at the time he exchanged his money into crypto.

I've then considered the payments Mr A made in June 2023 in relation to the job scam he was contacted about in May 2023. I think the investigator has reasonably said that Revolut should've been suspicious by the time of the sixth debit card payment here (£192 on 09 June 2023). At that point over £3,000 had been sent to high-risk crypto exchanges in the space of two days. I think Revolut ought to have been suspicious of the volume of the payments. On 9 June 2023 four separate payments were made with three of those happening within ten minutes of each other.

What type of warning should Revolut have displayed to Mr A?

Mr A has said that Revolut should've provided more information in its warning that included warnings about job scams. However, I don't agree. I believe in the circumstances that Revolut should've provided a tailored warning about crypto investment scams as that would've been a more proportionate response in relation to the sixth payment Mr A was making here. But even if Revolut had provided that warning it would've unlikely resonated with him because it wasn't the nature of the scam he fell victim to. That's because he wasn't making a crypto investment at the time. He was sending money via a crypto exchange at the scammers request to pay for job tasks. Mr A was satisfied that the scammers platform looked and felt genuine thanks to the support he had received and the training he was given before agreeing to start making the payments. So, I'm satisfied Mr A more likely than not trusted the scammer to the extent that a warning about crypto investment scams wouldn't have brought the scam to his attention so that he would've stopped and not continued with the payment.

After that point there were only four more payments that Mr A made to the crypto exchanges. And by the time he wanted to send those payments a pattern of spending had emerged on his account to the extent that I don't think any further intervention by Revolut would've been necessary in this instance, beyond providing more cryptocurrency investment scam warnings which unlikely would've resonated with Mr A here - for the same reasons I've explained above.

Recovery

I've also thought about whether Revolut could have done more to attempt to recover the payments after Mr A reported the fraud. However, for the funds that were sent to the crypto exchanges these were forwarded on from the crypto exchanges to the scammer as part of the scam. So once Mr A had done that, which it seems he did so as soon as the money reached the exchanges, there was then no money in which to recover.

As the investigator has already explained the withdrawal of the crypto Mr A purchased isn't a regulated activity. And the sending of crypto isn't a payment that can be reversed. So, there were no further means for Revolut to try and recover the crypto withdrawals.

I appreciate this will come as a disappointment to Mr A, and I'm sorry to hear that he has been the victim of a cruel scam and about his credit score. I can see the investigator provided links to some advice on how he can get support in relation to his credit score which I think he should follow. However, I can't reasonably say that Revolut can fairly or reasonably be held liable for Mr A's loss in these circumstances.

My final decision

For the reasons given above, I do not uphold this complaint.

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

Mark Dobson
Ombudsman