

The complaint

Mr S says Revolut Ltd (“Revolut”) refuses to refund him for transactions on his account he says he didn’t authorise.

What happened

The facts of this complaint are well known to both parties, so I won’t repeat them in detail here.

In short, Mr S says there are several transactions made on 22 April 2024 from his account which he didn’t authorise. The transactions totalled £6,375.98 and were made to two different beneficiaries. Mr S says he would like Revolut to refund the transactions in dispute.

Revolut has not responded to this complaint, however, in the process of our investigation, we contacted Mr S’s current account holder, I’ll call them H, who provided evidence regarding the money transferred from Mr S’s current account to his Revolut account.

Our investigator considered this complaint and decided not to uphold it based on the information received from H. Mr S wasn’t happy with this outcome, so the complaint has been passed to me 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.

Generally speaking, Revolut is required to refund any unauthorised payments made from Mr S’s account. Those rules are set out in the Payment Service Regulations 2017. Mr S has said he didn’t carry out the transactions in dispute. I then have to give my view on whether I think Mr S did authorise the transactions or not.

Revolut hasn’t responded to this complaint, we don’t have the benefit of any evidence it could’ve provided. However, as outlined above, we have received evidence from Mr S’s other bank which holds his current account, savings account and ISA accounts. The information provided by H is relevant to this complaint because the money used to make the disputed transactions from Revolut came from incoming transfers from Mr S’s account with H.

The transactions in dispute were online transfers to two different beneficiaries. There is no evidence that Mr S had made transfers to these beneficiaries in the past, but he had also been banking with Revolut for a short time. As these were faster online transfers, the person making them must have known Mr S’s Revolut online banking information. Mr S says he hasn’t shared this information with anyone else and he hasn’t written it down anywhere. He also says he hasn’t downloaded any new apps on his phone and hasn’t been speaking to anyone about investing in cryptocurrencies. So, there is currently no explanation as to how someone else other than Mr S could’ve logged on to his online banking details to make the payments in dispute.

Mr S told us he didn't authorise the incoming payments into his Revolut account from H, the funds of which were then used to finance the disputed payments. However, H has provided evidence which contradicts this. H has provided an incoming call from Mr S from 22 April 2024. Mr S completed H's security checks, and he hasn't disputed it was him who made this call. During the call Mr S explains that he tried to send money to his Revolut account, but the transaction was blocked. He also says he had sent money earlier that day, which was successful. He was asked what this money was for, and he told H that he was transferring this money to make payments to purchase a car. This evidence persuades me that Mr S made the incoming payments from his account with H to Revolut. And as these payments were made via open banking, Mr S would've needed to be logged into his Revolut account to have made them.

The first transaction in dispute were made after a transfer of £1,270 was paid into Mr S's Revolut account from H. These transactions emptied Mr S's Revolut account before a second incoming payment from H of £4,200. This incoming payment was made using opening banking again, so Mr S would've needed to be logged onto his Revolut app to do so. And had Mr S not been responsible for the earlier transactions in dispute, I think he would've noticed the dramatic difference to his account balance when he logged back in to make the second transfer and would've complained about these transactions at the time.

The calls provided by H also highlight the reason Mr S says he was transferring money from it to his Revolut account. Mr S explains that he is looking to buy a car, and the seller has asked that he send the money via Revolut. During two of the calls H warned Mr S about a common scam involving purchasing a second-hand car. However, Mr S seemed adamant that he wanted the money transferred to his Revolut account and that no one else had asked him to make these transfers for any other reason. In his testimony to our Service, Mr S says he hasn't been involved in any scam and hasn't received any suspicious calls. So, based on everything I've seen and been told I think it's likely Mr S was responsible for the transactions in dispute.

I know this outcome will come as a disappointment to Mr S, but for the reasons outlined above I think it's likely the transactions in dispute were made by Mr S. It is possible he fell victim to a scam as the transactions do look as such, but from the evidence he's provided he maintains that he hasn't.

My final decision

For the reasons outlined above, I don't think this complaint should be upheld.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 28 May 2025.

Sienna Mahboobani
Ombudsman