

The complaint

Mrs S complains that Revolut Ltd won't refund money she lost to a scam.

What happened

Mrs S received a message from someone claiming to be a recruiter offering a job role where she was required to promote products online. Mrs S was told she would earn commission on completion of a set number of tasks.

Between March and April 2024 Mrs S made several payments towards the scam from her Revolut account. But when she wanted to withdraw her earnings, she was asked to pay a large security deposit and it was at this point she realised that it was a scam. Mrs S raised the matter with Revolut, but it did not uphold her complaint.

Our investigator didn't think the complaint should be upheld. She considered Revolut's intervention proportionate. And she said that based on Mrs S's answers to the questions it asked, she didn't think Revolut should have been on notice that she was falling victim to a scam. Our investigator also didn't think Revolut would have been able to uncover the scam even if it intervened further because of the detailed cover story Mrs S provided.

Mrs S didn't accept our investigator's opinion and asked for the case to be reviewed by an ombudsman. As such, the complaint has 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 recognise that I have summarised this complaint in much less detail than has been provided. I want to reassure both parties that I have taken their submissions into consideration and if I haven't mentioned something it isn't because I've ignored it. I haven't. Rather, I've focussed on setting out what is key to my decision.

I understand that Mrs S has been the victim of a very cruel scam and I'm sorry she has lost out because of it. However, I must put aside my feelings of sympathy and consider the complaint impartially. Having done so, I have reached the same outcome as our investigator and for similar reasons. I know this will be disappointing to Mrs S, but I'll explain my reasons why.

Revolut has shown it intervened in several payments before processing them. When asked for the payment's purpose, Mrs S indicated that she was paying for or renting household goods and services.

Revolut also phoned Mrs S to discuss a payment instruction, and she stated she was buying furniture for a property she was refurbishing, and the seller was someone she bought goods from in the past. When asked why she had made multiple transfers of the same value to the beneficiary, Mrs S explained that she would purchase the items as the seller would put them

up for sale. She also said that the properties had multiple occupancies and she was purchasing the same furniture for them all.

I'm satisfied Revolut gave appropriate warnings based on the information Mrs S provided about the payments. I appreciate Mrs S wasn't aware she was being scammed, but where Revolut has not been provided with accurate information, I think it was prevented an opportunity to uncover the scam or to have identified that Mrs S might be at risk of a job-related scam and provide the relevant warnings.

I've also considered whether further intervention would have had a positive impact on Mrs S, and I don't think it would. Having reviewed her conversations with the scammer, it is clear to me that Mrs S was taken in by the scam and had come to trust the scammer, she was willing to follow their guidance and determined to have the payments processed. Mrs S gave misleading information to other banks when they also questioned her about payments made towards the scam. I also note one of the banks initiated the banking protocol and Mrs S was required to attend a branch to discuss the payments. Its notes show that Mrs S maintained the same cover story throughout. From her conversation with the scammer I note Mrs S agreed to open yet another bank account under their guidance to facilitate making the payments when she was having difficulty with her other accounts. Mrs S could see her earnings growing on the scam platform and had been able to make a withdrawal early on and I think this served to convince her that the job was genuine. So on balance, I think it is likely she would have continued to follow the scammer's guidance and continued to answer Revolut's questions in the same manner if probed more. As such, I'm not persuaded Revolut could have uncovered the scam and prevented Mrs S's losses even if it had intervened further.

Given that the payments were for the purchase of cryptocurrency and were either debit card payments made to a legitimate merchant, or push-to-card payments, I am not persuaded there were any prospects of Revolut recovering Mrs S's funds.

I've thought carefully about everything that's happened here. I understand that Mrs S has been the victim of a scam and that the losses incurred are not insignificant. But in this case, I cannot fairly or reasonably hold Revolut responsible for the loss to Mrs S.

My final decision

For the reasons outlined above, my final decision is that I do not uphold this complaint.

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

Oluwatobi Balogun
Ombudsman