DRN-5139033

The complaint

Miss D complains Kroo Bank Ltd won't reimburse £3,890 that she lost when she fell victim to a safe account scam.

What happened

Our investigator didn't uphold the complaint. She didn't think any of the payments looked suspicious such that Kroo ought to have made additional checks before processing any of them.

Miss D's representative has asked for the matter to be referred to a decision arguing that Kroo had multiple opportunities to stop the payments.

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.

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Having taken into account longstanding regulatory expectations and requirements, and what I consider to be good industry practice, Kroo ought to have been on the look-out for the possibility of fraud and made additional checks before processing payments in some circumstances.

I have reviewed the three payments Miss D made to the scam. Having considered when they were made, their value and who they were made to, I'm not persuaded Kroo ought to have found any of the payments suspicious, such that it ought to have made enquires of Miss D before processing them.

I accept the account was newly opened and that the payments were made within 4 four minutes, immediately after a credit into the account. But Miss D wasn't paying a cryptocurrency merchant, the individual payments were low value, and the cumulative total of the three payments was only £3,890. Further, it's not unusual to fund a new account and immediately make payments from it, and as it was newly opened, there was no spending history to compare the payments with. So, I don't think it was unreasonable that Kroo didn't intervene.

Whilst Miss D has undoubtedly been the victim of a cruel scam, I don't find there were any failings on Kroo's part that would lead me to uphold this complaint.

My final decision

For the reasons given above, 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 D to accept or reject my decision before 23 September 2025.

Carolyn Bonnell
Ombudsman