

The complaint

Mr O complains that Revolut Ltd (“Revolut”), have failed to refund money that he lost as part of an investment scam.

What happened

Mr O came across a company that purported to be an investment firm, but he says it was actually a scammer that I will call C. Mr O was persuaded to make around 7 payments from his Revolut account to a crypto exchange totalling over £9,000 via faster payment and one card payment. The funds were then converted into crypto and were then sent to C.

C was due to pay Mr O daily returns, but after a certain point, these returns did not continue to materialise. At this point Mr O realised he had been scammed.

Mr O raised a complaint with Revolut, as he believed that it should have stopped him from making the payments in question.

One of our investigators looked into this matter and they did not uphold this complaint. They believed that Mr O had not sufficiently demonstrated that he had been scammed,

Mr O did not agree with these conclusions. So his complaint has been passed to me to issue 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.

Having done so, I agree with the conclusions reached by the investigator for the following reasons.

In broad terms, the starting position is that Revolut is expected to process payments and withdrawals that a customer authorises it to make, in accordance with the Payment Services Regulations and the terms and conditions of the customer’s account.

But, taking into account relevant law, regulators’ rules and guidance, relevant codes of practice and what I consider to have been good industry practice at the time, I consider it fair and reasonable that Revolut should:

- have been monitoring accounts and any payments made or received to counter various risks, including preventing fraud and scams;
- have had systems in place to look out for unusual transactions or other signs that might indicate that its customers were at risk of fraud (among other things). This is particularly so, given the increase in sophisticated fraud and scams in recent years, which firms are generally more familiar with than the average customer;

- in some circumstances, irrespective of the payment channel used, have taken additional steps, or made additional checks, or provided additional warnings, before processing a payment – (as in practice Revolut sometimes does including in relation to card payments);
- have been mindful of – among other things – common scam scenarios, how the fraudulent practices are evolving (including for example the common use of multi-stage fraud by scammers, including the use of payments to cryptocurrency accounts as a step to defraud consumers) and the different risks these can present to consumers, when deciding whether to intervene.

I am not satisfied that Mr O has sufficiently evidenced that he suffered a loss. We have been provided with information about C, but this is generic and there is nothing to show that Mr O was connected to the scam that C was operating. There is no communication between Mr O and the scammer directly. Or anything to show that the funds that were sent from Mr O's crypto wallet were sent to a wallet connected with the scammer or that the scammer received payments from Mr O. So overall, even if I did believe that Revolut should have done more, I don't think that there is enough to say that Mr O was scammed.

I've also thought about whether Revolut did enough to attempt to recover the money Mr O lost. In this instance, the transfers would not be covered by the Contingent Reimbursement Model ("CRM") as the payments were made to an account in his own name. So overall I don't think that Revolut could have recovered any of the funds. In relation to the card payment, given that the payment was essentially a means to send funds to the crypto exchange and that is what happened, I don't think that there were grounds for a chargeback to have been attempted.

I appreciate this will likely come as a disappointment to Mr O. However, I'm not persuaded that Revolut can fairly or reasonably be held liable for the losses that he says he experienced in these circumstances.

My final decision

My final decision is that do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr O to accept or reject my decision before 4 September 2025.

Charlie Newton
Ombudsman