

The complaint

Ms C complains that Revolut Ltd won't return money she lost to a scam.

What happened

The background to this complaint is well known to both parties so I won't repeat it in detail here.

The transactions relevant to this complaint are as follows:

Transaction	Date and time	Amount, including fees	Transaction time	Payment Purpose
1	14/05/2024 13:09	£99.59	Card payment	
2	30/05/2024 11:15	2,333.00 EUR	Bank transfer to new payee	
	06/06/2024 16:35	3,870.00 EUR	Transfer - FAILED	My other account
	06/06/2024 17:03	3,870.00 EUR	Transfer - FAILED	Pay a family member or friend
	07/06/2024 11:23	5,490.00 EUR	Transfer - FAILED	Something else
3	07/06/2024 15:54	5,499.00 EUR	Exchanged to ETH	
4	14/06/2024 15:13	1,125.00 EUR	Exchanged to ETH	
5	21/06/2024 07:07	3,853 EUR	Exchanged to ETH	
6	01/07/2024 08:05	£2,000.00	Exchanged to ETH	
7	02/07/2024 07:32	£500.00	Exchanged to ETH	
8	03/07/2024 17:37	£1,100.00	Exchanged to ETH	
9	03/07/2024 17:45	£50.00	Exchanged to BTC	
10	10/07/2024 11:17	£1,200.00	Exchanged to BTC	
11	12/07/2023 08:15	1,920.00 EUR	Exchanged to BTC	
12	16/07/2024 13:27	£1,250.00	Exchanged to BTC	
13	26/07/2024 13:27	£1,350.00	Exchanged to BTC	

14	27/07/2024 12:05	£1,240.00	Exchanged to BTC	
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Ms C said she was contacted by someone offering a cryptocurrency investment opportunity and decided to invest. After making several payments, she realised it was a scam when she was asked to pay fees to withdraw her funds from the investment. Ms C raised the matter with Revolut but it didn't reimburse the money she had lost and it didn't uphold her complaint.

Our investigator didn't think the complaint should be upheld. While she thought Revolut ought to have intervened when Ms C exchanged 5,499 EUR to cryptocurrency, she did not think it would have been able to stop the scam even if it had.

Ms C 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 detailed submissions into consideration and if I haven't mentioned something it isn't because I've ignored it. Rather, I've focussed on setting out what is key to my decision.

I understand that Ms C has been the victim of a very cruel scam and I'm sorry she has lost out because of it. Ms C has shared with us about the impact this matter has had on her, and it's clear to me she has suffered greatly. 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 a disappointment to Ms C, but I'll explain my reasons why.

Our service can't consider every complaint that's brought to us. The rules that say when we can look at a complaint are set out by the Financial Conduct Authority in their dispute resolution rules (DISP rules). I'm satisfied payments 1 and 2 are within the scope of our service to consider. However the subsequent payments involved cryptocurrency withdrawals whereby Ms C exchanged fiat money into cryptocurrency before sending them externally and onto the scammer. Cryptocurrency transactions are not a regulated activity so I find the sending of cryptocurrency externally is not something that I can consider.

However I find Ms C's complaint to be broader than just the point at which the payments were sent externally. So, I have also considered whether any of the events leading up to the sending of the cryptocurrency fall within the jurisdiction of this service. I find the accepting of deposits into Ms C's account a regulated or otherwise covered activity and the exchange of fiat money to cryptocurrency an ancillary activity. Therefore I'm satisfied this part of the payment journey is something that I can consider when it comes to the cryptocurrency withdrawals Ms C made.

By the end of 2022, Revolut ought fairly and reasonably to have recognised that its customers could be at an increased risk of fraud when using its services to purchase cryptocurrency and had appropriate systems for making checks and delivering warnings before it processed such transactions.

Revolut has shown it intervened in three transfers Ms C attempted to make. Initially when

asked for the payment's purpose, Ms C stated that she was "paying a family member or friend" or selected "something else". I'm satisfied Revolut gave appropriate warnings based on the information Ms C provided about the payments. I appreciate Ms C wasn't aware she was falling victim to a scam and that she was guided by the scammer in answering Revolut's questions. But where it has not been provided with accurate information, I think Revolut were not given the opportunity to uncover the scam. And at this point I couldn't reasonably expect it to have identified that Ms C was at risk of an investment related scam and to have provided the relevant warnings.

However, I'm aware that Revolut intervened again when Ms C sent a cryptocurrency payment externally. At this time she confirmed the payment was to an investment account. As such, it provided a tailored warning setting out key features of a cryptocurrency investment scam. The warning stated:

"This could be an investment scam. Investment scams promise high returns in short periods of time, and might even have professional-looking platforms." The warning also advised to conduct research and to say no if being pressured to invest.

I think this warning ought to have resonated with Ms C and caused her to stop as many of the key features it highlighted were present in her circumstances, however Ms C opted to proceed.

I have also considered whether further intervention would have been effective to uncover the scam and prevent the loss Ms C incurred, and I don't think it would. I say this because Ms C bypassed the relevant warnings Revolut gave. It is clear from what Ms C has told us and from what I have seen of her conversations with the scammer, that she was heavily influenced by them. So I find it is likely Ms C would have continued to follow the scammer's guidance if questioned further. As such, I'm not persuaded Revolut could have uncovered the scam even if it intervened in any other transaction. It is for these reasons I cannot fairly or reasonably hold it responsible for the loss.

Revolut has also shown it attempted to recover Ms C's funds but unfortunately it was not able to.

I have carefully considered all that has happened here. I appreciate Ms C was under significant pressure from the scammer and lost a considerable amount of money, but for me to uphold this complaint I need to be satisfied that any failing on its part would have had a material impact and I don't find that to be the case here.

My final decision

For the reasons I have highlighted 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 Ms C to accept or reject my decision before 25 July 2025.

Oluwatobi Balogun
Ombudsman