

## **The complaint**

Miss B complains that Kroo Bank Ltd hasn't refunded a payment she made as part of a scam.

## **What happened**

In March 2024, Miss B received a call from a scammer impersonating a well-known selling platform that she had an account with. She was persuaded that her account was at risk and to provide remote access to her phone in order to secure it. Miss B followed the scammers instructions to set up a new account with Kroo, she then credited this account and made a payment of £899 from this account. Later that day Miss B raised a dispute with Kroo.

Kroo didn't provide a refund and said it was investigating the matter. When Miss B complained about this, Kroo didn't uphold this on the basis that it was still pending and that there is no exact timescale to resolve the case.

Miss B referred the matter to our service, asking that Kroo refund at least some of the payment. The investigator didn't uphold the complaint – in summary they concluded it was authorised, and that Kroo couldn't fairly be required to reimburse it on the basis that it should have done more to prevent or recover her loss.

Miss B didn't agree; she said she didn't choose to give the money away, she was tricked and didn't know what she was doing. She thinks it would be fair to receive her money back.

As an agreement couldn't be reached the matter has been passed to me for consideration by an ombudsman.

## **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'm not upholding this complaint for similar reasons to the investigator.

As it isn't in dispute that Miss B made the payment from her Kroo account, she did authorise it. I appreciate she was manipulated into doing this, and accept she is the victim of a scam, but as she made the payment the starting point is that Kroo can hold her liable for it.

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.

As this was a new account there was no payment history to indicate what would be normal activity for Miss B's account. But having considered when the payment was made, its value and who it was made to, I'm not persuaded Kroo ought to have found it suspicious, such that it ought to have made enquiries of Miss B before processing it. This means that I don't think Kroo missed an opportunity to prevent Miss B's loss.

I've considered what Kroo did after Miss B made it aware of the scam. As this was a faster payment, it's good practice for Kroo to have requested the funds back from the receiving bank, which it did. Unfortunately, whether a refund is possible depends on whether funds remain when that request is received as scammers often move money on quickly. The investigator let Miss B know they thought it was unlikely funds would have remained, since then the receiving bank has let us know that the funds were moved out of the account within ten minutes of Miss B's payment crediting the account and before she reported the matter to Kroo. So Kroo couldn't have recovered Miss B's funds.

For these reasons, while I am sorry that Miss B has been the victim of a scam and for the impact this had on her, I don't think Kroo needs to do anything further in relation to the matter.

### **My final decision**

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 B to accept or reject my decision before 15 October 2025.

Stephanie Mitchell  
**Ombudsman**