

The complaint

Mr G complains that Revolut Ltd hasn't refunded the money he lost when he fell victim to a scam.

What happened

Mr G was contacted on a mobile messaging service by someone saying they had a job offer for him, he had been looking for work at the time, so this did not seem unusual to him. He was told the job involved 'liking' online videos to earn commission. Mr G completed some of the required work and was paid a small amount. He was then told that he could earn more if he became a 'permanent employee' which would involve him paying his own money into the scheme. Mr G says he was added to a message group with others who said they had invested their money and were happy with the profits they were getting, so he made a series of payments into the scheme over around three days. Unfortunately, and unknown to him at the time, Mr G was dealing with a scammer, there was no legitimate job.

Each time Mr G made a payment he was given a reason why he needed to pay more, he was told if he didn't make more payments then he wouldn't be able to get his money back or withdraw his profits. Ultimately though, Mr G realised all was not as it seemed and that he was being scammed, so he contacted Revolut to tell it what had happened and to ask it to recover his money.

Revolut looked into what had happened, but declined to refund any of Mr G's loss. It said that it had taken appropriate steps to intervene in the payments Mr G had made, and was only able to recover a small amount of his loss. Mr G didn't accept this, so he referred his complaint to our service.

One of our Investigators looked into the complaint. They were satisfied that Revolut had intervened appropriately given the payments that Mr G was making, and that it had done all it could to recover Mr G's loss, so they did not think it needed to do anything more.

Mr G did not accept the Investigator's findings. So, as no agreement could be reached, the case has now been referred to me for review.

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 satisfied that Revolut has treated Mr G fairly here.

Firstly, I'm satisfied that Mr G authorised the payments that are the subject of this complaint. So as per the Payment Service Regulations 2017 (which are the relevant regulations in place here) that means Mr G is responsible for them. That remains the case even though he was the unfortunate victim of a scam.

Because of this, Mr G is not automatically entitled to a refund. Nonetheless, the regulatory landscape, along with good industry practice, sets out a requirement for account providers to protect their customers from fraud and financial harm. And this includes monitoring accounts to look out for activity that might suggest a customer was at risk of financial harm, intervening in unusual or out of character transactions and trying to prevent customers falling victims to scams.

Taking the above into consideration, I need to decide whether Revolut acted fairly and reasonably in its dealings with Mr G, or whether it should have done more than it did.

In this case, Mr G's Revolut account had been open and in use for several years prior to the scam payments. So, Revolut had a significant account history against which to compare those payments to see if they were unusual or concerning, as well as any generic indicators of risk it would have been aware of regarding potential scams. But looking at how Mr G usually used his account, I don't consider that there were any clear signs that the scam payments represented any significant risk. They were for low amounts, and not out of line with the payments Mr G had previously made from his account. And the payments weren't identifiably going to particularly high-risk payees, so I don't think there was enough that was suspicious about these payments which ought to have caused Revolut any significant concern.

But evidently Revolut did have some concerns, as it asked Mr G some questions about the fifth payment he made. Specifically, it asked him what the payment was for – Mr G said it was a payment to a 'family member or friend' and then stated this was for a 'work or services provider' – and then showed him some specific warnings which related to the particular scam that Mr G was falling victim to. It then made Mr G wait for three hours before it would process the payment to give him time to think about what he had seen. But Mr G still chose to go ahead with the payment, and then made two further payments before he realised he was being scammed.

Based on what it was told, I do think that Revolut intervened appropriately here. It took steps to narrow down the type of scam Mr G was at risk of so that it could provide relevant warnings. And I'm satisfied that a tailored written warning was the appropriate level of intervention here, I would not expect Revolut to have intervened more directly in this payment, or in the latter two payments, based on the value of the payments and what it knew at the time. So, with this in mind, I don't consider that Revolut missed an opportunity to protect Mr G from this scam or to prevent his loss.

I've also thought about whether Revolut did all it could to try to recover Mr G's funds when he told it of the scam. Revolut did raise a chargeback regarding the two card payments, which was the correct action to take in the circumstances, but given that the payments Mr G made were to his own account with a third-party payment transfer service (from where they were moved on to the scammer) chargeback would not have had any reasonable prospect of success. Revolut also took steps to quickly contact the other bank which had received Mr G's funds from the bank transfers he made, but unfortunately was only able to recover a small amount. I'm satisfied that Revolut therefore acted appropriately here and that it could not have done more to recover Mr G's funds.

I'm sorry to disappoint Mr G, as I know that he has lost a significant amount of money. But, overall, I'm satisfied that Revolut did take reasonable and proportionate steps to protect Mr G and to recover his funds. It follows that I don't think Revolut is liable for his loss and won't be asking it to refund any of his losses to him.

My final decision

I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 27 August 2025.

Sophie Mitchell
Ombudsman