

## **The complaint**

Mrs B complains about the actions of Revolut Ltd when she lost money to a scam.

Mrs B is being represented by a claims management company but for ease of reading I'll only refer to Mrs B.

## **What happened**

The detailed background to this complaint is well known to both parties. So, I'll only provide a brief overview of some of the key events here.

In early 2020 Mrs B came across an investment advert from a merchant offering the opportunity to invest in crypto. Mrs B started making payments to the merchant from her Revolut account. The payments would be sent to an account in Mrs B's name she held with a Bank and to accounts she held with genuine crypto exchanges. In total Mrs B says she sent around £96,000 to the merchant. Mrs B realised she had been scammed when she was unable to withdraw her profits. She made a claim to Revolut for her money back in June 2024. But Revolut said it wouldn't be offering her a refund as it hadn't done anything wrong. Unhappy with that response Mrs B brought her complaint to this service.

Our Investigator didn't think the complaint should be upheld. She said the payments Mrs B made were sufficiently unusual for Revolut to have done more and intervened. And there were no avenues for Revolut to try and recover Mrs B lost funds here.

Mrs B disagreed and asked for an Ombudsman's review. She said the payments were unusual enough for Revolut to stop and ask questions. And if it had it would've uncovered that this was a well-known scam.

## **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've reached the same conclusion as our investigator. And for largely the same reasons. I'm sorry to hear that Mrs B has been the victim of a cruel scam. I know she feels strongly about this complaint, and this will come as a disappointment to her, so I'll explain why.

I've read and considered the whole file. But I'll concentrate my comments on what I think is relevant. If I don't mention any specific point, it's not because I've failed to take it on board and think about it, but because I don't think I need to comment on it to reach what I think is a fair and reasonable outcome.

Where the evidence is incomplete, inconclusive, or contradictory (as it is here), I have to make my decision on the balance of probabilities – that is, what I consider is more likely than not to have happened in the light of the available evidence and the wider surrounding circumstances.

It is common ground that Mrs B authorised the scam payments totalling around £96,000. I accept that these were authorised payments even though Mrs B was the victim of a scam. So, although it wasn't her intention to pay money to the scammers, under the Payment Services Regulations 2017 (PSRs) and the terms of her account, Mrs B is presumed liable for the loss in the first instance.

However, taking into account the law, regulatory rules and guidance, relevant codes of practice and good industry practice, there are circumstances where it might be appropriate for Revolut to take additional steps or make additional checks before processing a payment in order to help protect customers from the possibility of financial harm from fraud.

Revolut didn't stop any of the payments Mrs B made here. So, I need to consider whether Revolut should've found the payments she made towards this scam unusual and suspicious.

To do so, I've considered the previous account activity on Mrs B's account. The account was opened in September 2019. The account was well maintained with larger payments ranging from £203, £499, £720 and £1,899 with the rest of the transactions being day-to-day spending. The first payment towards this scam was made in July 2020 to an account in Mrs B's own name for £10. There were then ten further payments to that same account during the rest of 2020 ranging from £30 to £400. These payments were spread out and set a pattern of regular payments to that account. The payments continued in 2021 ranging from £40 to £3,000 in the first few months of 2021. I accept both the amount and velocity of the payments increased. But I don't think they increased at such a rate that it would've seemed suspicious to Revolut here. By this point the account in Mrs B's name had become an established payee since July 2020. Plus, the day-to-day spending on Mrs B's account continued during this time with genuine payment ranges of £270, £2,620 and £3,227 being made during this time. So, the scam payments were in line with the genuine account activity and wouldn't have seemed suspicious.

The payments continued in a similar fashion throughout 2021 to Mrs B's own account. She then started making payments to genuine crypto exchanges in September 2021. But the amount she was making to the crypto exchanges were of similar values to the payments to her own account and her normal account activity. In October 2021 there were two scam payments to Mrs B's own account for £7,700 and £12,000. But I don't think these payments would have stood out to Revolut as sufficiently unusual at the time they were made because of the previous account activity. By that point, the account Mrs B was sending the money to was an established payee. And it's not uncommon for customers to send larger payments from time to time to established beneficiaries as a part of their usual spending on the account. As a result, I'm satisfied the payments to Mrs B's own account and the genuine crypto exchanges wouldn't have been seen by Revolut as sufficiently unusual to take further action in the circumstances. And because I don't think the payments should've been considered reasonably suspicious by Revolut, I can't say it treated Mrs B unfairly by not stopping the payments and asking her further questions here.

### *Recovery*

Mrs B made transfers and card payments to accounts in her name and to genuine crypto exchanges before the money was then sent to the scammers. So, it wouldn't have been possible for Revolut to have recovered the money or raised a chargeback for any of the debit card payments as Mrs B has said she either sent the money to the scammers and therefore no funds were left to recover and she received the service she paid for on her debit card – the exchange of her money into crypto. So, Revolut didn't treat her unfairly by failing to recover any of her money here.

Because I can't reasonably say Revolut was at fault here, I'm not going to make any further award to Mrs B.

As a result of the above, I'm not going to ask Revolut to do anything more here.

**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 Mrs B to accept or reject my decision before 13 August 2025.

Mark Dobson  
**Ombudsman**