

The complaint

Mr C complains about the actions of Revolut Ltd when he lost money to a scam.

Mr C is being represented by a claims management company but, for ease of reading, I'll only refer to Mr C below.

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 the summer of 2023 Mr C met a third-party on a dating app. After a few weeks the discussions turned to trading. Mr C was persuaded by the third-party to send a small amount of money to a merchant who traded on his behalf and provided a small amount of profit (around 109 USDT). Mr C then decided to send money from his Revolut account to a crypto exchange before forwarding those funds to the merchant. In total Mr C sent £14,500 across nine payments from 29 June 2023 to 18 July 2023. Mr C realised he had been scammed when he tried to withdraw a large amount of profit he thought he had made from the merchant's platform. So, he contacted Revolut to make a claim. Revolut considered the claim but said it hadn't done anything wrong so wouldn't be offering Mr C a refund. Unhappy with this response Mr C brought his complaint to this service.

Our Investigator didn't think the complaint should be upheld. She said that Revolut provided scam warnings to Mr C at the time about investing in crypto, but these didn't resonate with him at the time and he decided to send the money. As a result, she didn't think Revolut could've done more to stop Mr C from making the payments.

Mr C disagreed and asked for an Ombudsman's review. He said Revolut should've done more here and asked him into the in-app chat to discuss why he was making the payments. If it had done so the scam would've been uncovered.

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 Mr C has been the victim of a cruel scam. I know he feels strongly about this complaint, and this will come as a disappointment to him, 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 Mr C authorised the scam payments of around £14,500. I accept that these were authorised payments even though Mr C was the victim of a scam. So, although it wasn't his intention to pay money to the scammers, under the Payment Services Regulations 2017 (PSRs) and the terms of his account, Mr C 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's first obligation is to follow the instructions that Mr C provides. But if those instructions are sufficiently unusual or uncharacteristic for the account, I'd expect Revolut to intervene and to ask their customer more about the intended transaction before processing it. I'd also expect Revolut to provide suitable warnings about common scams to help their customers make an informed decision as to whether to continue with the payment. There might also be cases where it's appropriate for Revolut to refuse to follow the instruction if there are good grounds to believe it is being made as a result of a fraud or scam.

I note that Revolut provided warnings to Mr C when he made some of the payments here. So, I'm satisfied it considered the payments sufficiently unusual to ask Mr C for a payment reason and provide a warning based upon his answers. So, I don't think I need to make a finding on where Revolut should've provided its interventions. Mr C says Revolut should've gone further by inviting him to the in-app chat and the scam would've been uncovered. However, I don't agree that Revolut would've been able to provide sufficient warnings to Mr C at the time which would've resonated with him. I'll explain why.

When Revolut stopped some of the payments, Mr C said that he was investing in crypto and was provided with crypto investment scam warnings which mentioned common themes relevant to Mr C such as being promised high returns, professional looking online platforms, not being rushed and make sure to speak to friends and family beforehand. I've seen in the chats between Mr C and the scammer that he was aware of the warnings from Revolut because he mentioned them to the scammer saying "*It (Revolut) thought it was a scam*". The scammer then provided reassurances to Mr C at the time of the first payment.

Later on in the chats, Mr C tells the scammer that his mother and his 'boss' and work colleagues also told him that he was being scammed. However, he still trusted the scammer and continued to make payments. I've seen that later in the scam Mr C conducted further research and came across negative reviews, which he himself and a friend had found, which explained an inability to withdraw funds from the merchant's platform. He confronted the scammer about this more than once and said that he felt he had been scammed but again after being provided with reassurances from the scammer, then made a further £2,500 in payments to the merchant so that he could withdraw his money from the platform.

So, the above evidence persuades me that if Revolut had invited Mr C to the in-app chat to discuss his investment and provided further warnings about crypto investments that involved third-party merchants as a result of meeting someone online, Mr C most likely would've gone back to the scammer (as he did when family and work colleagues told him it was a scam and when he found the negative reviews) and been provided with reassurances that they had

been able to withdraw their funds and that Mr C had also previously withdrawn some money from the merchant.

As a result, I don't think any further intervention from Revolut would've likely resonated with Mr C. He trusted the scammer more than family and work colleagues at the time because he was under the cruel impression that the scammer was trustworthy and wanted to be romantically involved with him.

I've considered whether Revolut acted reasonably when it was made aware of the scam. Having done so, I'm satisfied Revolut didn't treat Mr C unfairly by not attempting to retrieve his money from the crypto exchange because Mr C has confirmed this was sent on to the scammers.

I appreciate this will come as a disappointment to Mr C, and I'm sorry to hear that he has been the victim of a cruel scam. I've considered his past medical history, but I can't take that into consideration here as Revolut weren't aware of these issues.

As a result, I'm not persuaded that Revolut can fairly or reasonably be held liable for his loss in these circumstances.

My final decision

For the reasons given above, I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 5 August 2025.

Mark Dobson
Ombudsman