

## **The complaint**

Mr W complains that Revolut Ltd hasn't honoured a 'refer a friend' reward payment.

## **What happened**

Mr W holds an account with Revolut. From time to time, Revolut offers account holders the chance to 'refer a friend'. This is subject to the friend having never held a Revolut account before, opening a new account using the 'refer a friend' link and performing certain activities within a defined period of time. If these terms are met, a cash reward will be paid to the referrer.

Mr W referred a friend – his wife, to Revolut in May 2024. But Revolut says the qualifying criteria was not met as Mr W had referred his wife under the 'refer a friend' scheme before - in November 2022, and an account had been successfully opened. So, it didn't agree to pay to pay the 'refer a friend' reward payment. But it refunded Mr W with £6.99 – the value of Mr W's monthly account fee, in recognition of some issues Mr W experienced completing its complaint form. Unhappy with the outcome, Mr W referred his complaint to us.

Having looked into the matter, our investigator didn't think Revolut was required to pay Mr W the 'refer a friend' reward. He thought Revolut had provided sufficient evidence to demonstrate that an account had been opened in 2022, so he didn't think Mr qualified for the reward in 2024.

As Mr W didn't agree, the investigator provided a copy of an email that Revolut sent confirming the account had been opened in 2022. But Mr W maintained that his wife had not opened an account. He said that his wife had submitted identity documentation to register with Revolut in 2022. But he said this was to enable her to view their child's savings account. He also said the email was a generic 'know your customer' (KYC) email and didn't prove a personal account had been opened in his wife's name.

As agreement wasn't reached, the complaint has come 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.

Having done so, I've reached the same overall outcome as the investigator. I know Mr W will be disappointed, so I'll explain why.

I accept it's possible that Mr W's wife may have registered with Revolut to view their child's account. But if so – on balance, I think it's most likely this was a separate event. I say this because Revolut has provided evidence - in confidence to this service, which I'm satisfied shows that following Mr W's referral in November 2022, an account was successfully opened. I cannot share any further detail with Mr W due to data protection regulations as the information provided doesn't relate to him.

I've considered Mr W's comments about the email Revolut sent his wife. But I don't agree this is a generic KYC email. While the email does confirm that his wife had been 'verified', it also says: *'That means you can use your Revolut card to send, spend, and exchange money at home or abroad'*. I'm persuaded this email indicates that an account had been opened and the account holder was free to use it.

Given this I can't fairly instruct Revolut to pay the "refer a friend" reward to Mr W for the referral he made in 2024 as I'm satisfied Mr W made a successful referral in 2022.

I have gone on to think about whether this means Mr W should have received the reward payment for the 'refer a friend' referral in 2022. But Revolut has also provided evidence which indicates that all the activities required to meet the terms of the cash reward were not completed by the new account holder. So, I'm not persuaded Mr W qualified for the reward payment in 2022. So, I can't fairly instruct Revolut to pay the 2022 reward to Mr W.

Revolut has said it refunded Mr W with one month's account fee. This was in recognition of some issues Mr W faced using Revolut's on-line complaint form. Mr W hasn't specifically complained about the issues he had submitting his complaint within this complaint. But, in any event, he was ultimately able to submit his complaint to Revolut. And he received a final response allowing him to refer the complaint to this service for an independent review. So, I don't find Revolut is required to take any further action in this respect.

### **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 W to accept or reject my decision before 12 February 2025.

Sandra Greene  
**Ombudsman**