

The complaint

Mr B is being represented by solicitors. He's complaining about Revolut Ltd because it declined to refund money he lost as a result of fraud.

What happened

Sadly, Mr B fell victim to a cruel job scam. The fake job required him to complete tasks that involved writing online reviews for hotels. He had to pay to access the tasks and expected to receive commission when they were complete.

Mr B set up a Revolut account to fund the scam and made the following payments in September 2024:

No.	Date	Amount
1	14 Sep	£23.68
2	14 Sep	50 Euros
3	14 Sep	45 Euros
4	16 Sep	105 Euros
5	16 Sep	100 Euros
6	16 Sep	100 Euros
7	16 Sep	100 Euros
8	16 Sep	100 Euros
9	16 Sep	100 Euros
10	16 Sep	18 Euros
11	17 Sep	1,273 Euros
12	18 Sep	£200
13	18 Sep	£500
14	18 Sep	£500
15	18 Sep	£500
16	18 Sep	£500
17	18 Sep	£130
18	18 Sep	£500
19	18 Sep	£389

Payments 1 to 11 were paid as transfers to a number of named individuals. Payments 12 to 19 appear to have been card payments to a known cryptocurrency exchange. During this period, Mr B started to make a number of other payments but cancelled these before they were complete.

Our investigator didn't recommend the complaint be upheld. She noted that Revolut provided various scam warnings in connection with many of these payments and didn't think any further intervention would have prevented Mr B from going ahead.

Mr B didn't accept the investigator's assessment. His representative argues that Revolut had all the information it needed to stop the scam.

The complaint 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've reached the same overall conclusions as the investigator, and for broadly the same reasons. I haven't necessarily commented on every single point raised but concentrated instead on the issues I believe are central to the outcome of the complaint. This is consistent with our established role as an informal alternative to the courts. In considering this complaint I've had regard to the relevant law and regulations; any regulator's rules, guidance and standards, codes of practice, and what I consider was good industry practice at the time.

There's no dispute that Mr B authorised the above payment. In broad terms, the starting position at law is that an Electronic Money Institution (EMI) such as Revolut is expected to process payments a customer authorises it to make, in accordance with the Payment Services Regulations and the terms and conditions of their account. In this context, '*authorised*' essentially means the customer gave the business an instruction to make a payment from their account. In other words, they knew that money was leaving their account, irrespective of where that money actually went.

There are, however, some situations where we believe a business, taking into account relevant rules, codes and best practice standards, shouldn't have taken its customer's authorisation instruction at 'face value' – or should have looked at the wider circumstances surrounding the transaction before making the payment.

Revolut also has a duty to exercise reasonable skill and care, pay due regard to the interests of its customers and to follow good industry practice to keep customers' accounts safe. This includes identifying vulnerable consumers who may be particularly susceptible to scams and looking out for payments which might indicate the consumer is at risk of financial harm.

Taking these things into account, I need to decide whether Revolut acted fairly and reasonably in its dealings with Mr B.

The payments

One of the key features of a Revolut account is that it facilitates payments that sometimes involve large amounts and/or the purchase of cryptocurrency and I must take into account that many similar payment instructions it receives will be entirely legitimate. I'm also conscious this was a new account and there was no history of past activity against which these payments might have looked suspicious.

While Mr B provided a number of payment instructions in a short period of time, the amounts involved were relatively low. Having considered the risks associated with these payments, I wouldn't have expected Revolut to go any further than providing tailored written warnings.

Revolut has confirmed that it did pause many of the payments to showing various warnings relating to fraud and scams. It also asked Mr B on a number of occasions what the payments were for, to which he gave a variety of answers. Where Mr B didn't provide accurate answers, Revolut couldn't reasonably have been expected to identify the type of scam that could be taking place.

But in connection with one of the payments to the cryptocurrency exchange, Mr B did say the payment was '*related to a job opportunity*'. In response, Revolut showed a series of warning screens containing the following messages:

- *This is likely to be a job scam;
STOP: Fraudsters might offer you commission-based jobs, they're simple, doable from home and seem to pay well*
- *Be wary of work from home jobs
Fraudsters manipulate victims by offering attractive job opportunities that are hard to resist.*
- *Don't fall for fake job platforms
Legitimate companies won't ask you to install software to complete a set of tasks and get paid. Always check if an app is trustworthy.*
- *Don't move funds to complete a job
Genuine companies don't ask you to transfer funds to Revolut or to any crypto or trading platform as part of a job.*
- *Never ignore these warnings
If you're told to ignore these warnings STOP, this opportunity is a scam.*

I'm satisfied this was a clear warning written in understandable language that was tailored precisely to the type of scam that was taking place. It's unfortunate Mr B didn't take notice of this, but I don't think Revolut could reasonably have been expected to do more in the circumstances.

During this period, Mr B also cancelled a number of payment instructions once Revolut started to show scam warnings and questions what the payments were for. When asked why he'd cancelled the payments, he consistently selected the option that said the process was too complicated. Except for one occasion where he selected the option that said he thought he was being scammed. But rather than stop making payments at that point, Mr B instead made the payment again but this time to a different beneficiary.

On balance, I think Revolut broadly took appropriate steps to question the payments being made and provide appropriate warnings based on the information it had. Unfortunately, on most occasions Mr B wasn't clear about what the payments were for meaning Revolut couldn't identify the harm that might be occurring and provide an appropriately tailored warning. But when he did say he was paying for online work, Revolut provided a very clear warning about job scams that should have resonated with him.

It seems Mr B was under the spell of the scammer and was determined to go ahead with the payments despite any suspicions he may have held or any warnings from Revolut. I want to be clear that it's not my intention to suggest he's to blame for what happened in any way. He fell victim to a sophisticated scam that was carefully designed to deceive and manipulate its victims. I can understand why he acted in the way he did. But my role is to consider the actions of Revolut and, having done so, I'm not persuaded these were the cause of his loss.

Recovery of funds

I've also looked at whether Revolut could or should have done more to try and recover Mr B's losses once it was aware that the payments the result of fraud.

Mr B first reported the fraud to Revolut late on 18 September, the day of the last card payment and two days after the last transfer. I can see Revolut did launch efforts to recover the money promptly but unfortunately these attempts weren't successful. It's a common feature of this type of scam that the fraudster will move money very quickly to other accounts once received to frustrate any attempted recovery

The later payments were made to a legitimate cryptocurrency account in Mr B's own name. From there, he purchased cryptocurrency and moved it onto a wallet address of his choosing (albeit on the scammers' instructions). Revolut could only try to recover funds from his own account and it appears all the money had already been moved on and, if not, anything that was left would still have been available to him to access.

As the payments to the cryptocurrency exchange appear to have been card payments, I've considered whether Revolut should have tried to recover the money through the chargeback scheme. But I'd only expect Revolut to have raised a chargeback claim if it was likely to be successful and it doesn't appear that would have been the case here. Mr B paid a legitimate cryptocurrency exchange and would have received a service that involved changing his money into cryptocurrency before sending it to the wallet address he supplied it with. Mr B's disagreement is with the scammer, not the cryptocurrency exchange and it wouldn't have been possible for Revolut to process a chargeback claim against the scammer as he didn't pay them directly.

With these points in mind, I don't think anything that Revolut could have done differently would likely have led to these payments being recovered.

In conclusion

I recognise Mr B has been the victim of a cruel scam and I'm sorry he lost this money. I realise the outcome of this complaint will come as a great disappointment but, for the reasons I've explained, I don't think any further intervention by Revolut would have made a difference to the eventual outcome and I won't be telling it to make any refund.

My final decision

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 2 August 2025.

James Biles
Ombudsman