

The complaint

Mr M complains that Revolut Ltd hasn't protected him from losing money to a scam.

What happened

The background to this complaint is well known to both parties, so I won't repeat everything here. In brief summary, Mr M has explained that in October 2023 he made numerous payments totalling around £15,000 from his Revolut account as a result of what he thought was a legitimate job opportunity. Mr M also separately made payments as a result of the same scam from accounts he held with two third-party payment service providers I'll call "PSP H" and "PSP W".

Mr M subsequently realised he'd been scammed and got in touch with Revolut. Ultimately, Revolut didn't reimburse Mr M's lost funds, and Mr M referred his complaint about Revolut to us. As our Investigator couldn't resolve the matter informally, the case has been passed to me for a decision. I'm concurrently issuing final decisions on Mr M's separate but linked complaints about PSP H and PSP W.

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 decided to not uphold this complaint, as I agree with our Investigator's conclusions for the following reasons:

- I don't doubt Mr M has been the victim of a cruel scam here. He has my heartfelt sympathy. Ultimately, however, Mr M has suffered his losses because of fraudsters, and this doesn't automatically entitle him to a refund from Revolut. It would only be fair for me to tell Revolut to reimburse Mr M his loss (or part of it) if I thought Revolut reasonably ought to have prevented the payments (or some of them) in the first place, or Revolut unreasonably hindered recovery of the funds after the payments were made; and if I was satisfied, overall, this was a fair and reasonable outcome.
- As our Investigator explained, Revolut did intervene by giving Mr M general fraud and scams warnings, followed by asking him about the purpose of some of his payments and then it provided him with warnings tailored to the answers he gave. On one of the payments Revolut forced Mr M to the in-app chat to discuss it, before it was released, and, like our Investigator, I'm not persuaded from the evidence around this that Mr M was prepared to be fully transparent with Revolut despite being warned about fraud and scams. Instead, unfortunately Mr M appears to have been very much under the spell of the scam and the scammers, as shown by the messages exchanged between Mr M and the fraudsters which show, as our Investigator explained, Mr M asking the scammer for advice on how to answer Revolut's questions and then following the scammer's advice in that regard.

- Despite Revolut's interventions, Mr M unfortunately continued to make payments to the scam. And unfortunately, from the evidence of the way in which Mr M interacted with Revolut, from the evidence of the messages exchanged between Mr M and the fraudsters, what Mr M has said about how he found the scam convincing, and the other evidence I've seen in Mr M's separate but linked complaints about PSP H and PSP W, I'm not persuaded that any proportionate level of intervention from Revolut in this case most likely would have resulted in Mr M ultimately not making payments for this amount to the fraudsters and unfortunately losing them. I've considered everything Mr M and his representative has said. However, whilst there are cases where proportionate and appropriate interventions from Revolut could prevent losses to fraud, I'm not persuaded this is most likely one of them. I haven't seen anything to make me think Revolut likely would have been able to change Mr M's mind about making these payments – I think instead he would have ultimately reverted to the fraudsters and still been persuaded to make payments of this nature regardless.
- I'm not persuaded there were any prospects of Revolut successfully recovering the funds given the nature of these payments – Revolut was never likely reasonably going to be able to recover them after they were made.

Whilst Mr M has undoubtedly been the victim of a cruel scam, I can't fairly tell Revolut to reimburse him in circumstances where I'm not persuaded it reasonably ought to have been able to prevent Mr M's losses or to have recovered them.

My final decision

For the reasons explained, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 9 April 2025.

Neil Bridge
Ombudsman