

The complaint

Ms L complains that Revolut Ltd didn't do enough to prevent her losing money to a scam.

Ms L has used a representative to bring her complaint. But, for ease of reading, I'll mostly just refer to Ms L herself where I also mean the representative.

What happened

The detailed background to this complaint is well known to both parties. So, I'll only provide an overview of some of the key events here. In 2024 Ms L was the victim of a 'job scam'. She found what she believed to be a legitimate opportunity through social media and believed she had a job completing online tasks to earn money. But as a part of this she had to make certain payments to increase her balance before withdrawals could take place.

Ms L made several payments from her Revolut account which I understand were to purchase cryptocurrency which she then sent to the 'employers' platform. She also used Revolut's facility to exchange her money into cryptocurrency, before again this was sent on and lost.

Below is a table of the payments / exchanges Ms L made from her Revolut account.

Date	Payment / Exchange	Amount
8 May 2024	Transfer to 'M'	£60
12 May 2024	Transfer to 'A'	£200
17 May 2024	Transfer to 'A2'	£50
17 May 2024	Exchange to USDT	£100
21 May 2024	Exchange to USDT	£1,200
23 May 2024	Transfer to 'I'	£200
23 May 2024	Transfer to 'I'	£200
23 May 2024	Transfer to 'I'	£200
23 May 2024	Transfer to 'I'	£50
26 May 2024	Exchange to USDT	£4,040
25 June 2024	Transfer to 'J'	£100
25 June 2024	Transfer to 'J'	£100
25 June 2024	Transfer to 'J'	£100
28 June 2024	Exchange to USDT	£3,700

I also understand that on 11 May 2024 Ms L received one credit of just over £117 back into her account from the scam. In July 2024 Ms L complained to Revolut. She alleged they hadn't done enough to protect her and is seeking her outstanding loss plus interest and compensation.

Revolut considered the complaint but didn't offer any redress. In summary they said they'd provided sufficient warnings at the time and had done all they could to try to recover the funds. The matter was referred to our service and one of our Investigators didn't recommend

it should be upheld. Ms L disagrees and has asked for an Ombudsman to consider her complaint.

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 our Investigator and for largely similar reasons. I know this will be disappointing for Ms L, so I'll explain why.

Firstly, I accept that Ms L has been the victim of a cruel and callous scam. And I don't doubt the significant impact this must have had on her. But despite my natural sympathy for her as a victim of crime, my role requires that I remain impartial. There is no automatic right to a refund from Revolut for Ms L in these circumstances. And I could only make an award if I thought they had failed in such a way that it could be said that they're responsible for the loss (or a part of it) or if there was another regulatory or similar reason why they should.

Whilst Ms L has mentioned that she was vulnerable at the time of the scam, I can't see that this is something Revolut had previously been made aware of. And I don't think it is something they reasonably should've ascertained themselves, so it isn't a basis upon which I think they ought to have done anything differently.

It isn't in dispute that Ms L instructed the transfers and made the exchanges relevant to this complaint herself. And so the starting position is that she'd usually be responsible for her own actions. However, Revolut should also be alert to fraud, scams and the misappropriation of funds and do what they can to protect their customers from the same.

Clearly, there is a balance to be struck between stopping and checking payments and allowing customers ready access to their funds. It isn't possible for Revolut to stop every payment, and I think it's fair that a risk based and proportionate approach is taken. Ms L's Revolut account had been open since 2020, but it wasn't particularly frequently used. One of the reasons she gave when opening the account was for 'crypto'. Prior to May 2024, the account had sat with a credit balance since 2021.

At various times in the course of Ms L's payments, Revolut intervened, asked questions and provided warnings. I wouldn't have expected them to have done more than they did in relation to any of Ms L's transfers or exchanges prior to the exchange that took place on 26 May 2024. Largely due to the lower values involved, I don't think anything up to that point was sufficiently suspicious or indicative of a potential problem where I think that is a reasonable expectation.

But in relation to the exchange on that date, it was for a larger sum of money and Revolut would've known it was ending up in cryptocurrency, something which can present an increased risk of being linked to a scam. Prior to Revolut sending on the cryptocurrency after that transfer, Revolut took the following steps.

They highlighted the importance of Ms L answering any questions truthfully. They asked if anyone was telling her which options to choose or telling her it was urgent. Ms L confirmed that she wasn't being guided or rushed. Revolut warned that if someone was telling her to ignore the warnings, then they're a scammer. They then asked why she was making the transactions and gave a range of options to choose from. One of these was 'as part of a job opportunity', yet Ms L selected to 'Pay a family member or friend'. Warnings were then presented which broadly reflected the risks associated with a transfer to a friend or family

member. Revolut then asked Ms L to confirm that she'd been warned her transaction was suspicious and that she understood that she may not get her money back if it was a scam. They then scheduled the transaction to take place in three hours time and shared other messages with Ms L which included *"Don't let anyone guide you or tell you how to respond to Revolut. Scammers will often tell you how to respond to Revolut or pressure you into acting fast so you don't have time to stop and think. If you are being guided or pressured then stop and cancel the transaction."*

I've also seen on the chat history between Ms L and the scammer that she was indeed being guided as to how to respond. Screenshots of Revolut's system were shared with red arrows indicating where to click. And had Revolut taken all the actions I've listed above at the point of the transfer in question, I've no reason to think things would've turned out differently.

And the only further thing I think Revolut ought to have done would've been to have shared how common cryptocurrency investment scams work (given they knew that's what the exchange was for) irrespective of the payment purpose given. But here, as Ms L wasn't falling victim to that type of scam, I likewise don't think it would've made a difference. Ultimately, had Revolut done all I could fairly expect at the point of the request for the exchange, I'm not persuaded this would've made a difference. I don't think this is a case where they needed to take Ms L into a chat with an agent as her representative has implied. I think the above would've been a proportionate response to the risk presented. And even if they had, I think the evidence of coaching by the scammer (and Ms L's apparent willingness to do as instructed) means it's likely that still wouldn't have prevented the scam.

The chat history also doesn't support that Ms L was rushed through the options without taking them in. She appears to be fully aware that she wasn't honest with Revolut, on 28 June 2024 she said: *"I've lied to my bank to get the payment through so there's no come back for me... I said it was a payment to a friend. That's a lie."* This doesn't lend support to the argument that a further level of intervention would've been impactful.

For completeness, I don't think it was unreasonable for Revolut to not do more than they did for any of the later payments or the final exchange for largely the same reasons as I've set out above. The payments weren't of significant enough value or with any aggravating factors indicating a risk. And even if there should've been an intervention for the transfer, it more likely than not would've ended up as I've described above. So overall, I don't think Revolut are responsible for errors in this regard which caused any of the loss to Ms L.

Similarly, for her payments / transfers that ended up in cryptocurrency, I don't think there is more Revolut could've done to help Ms L recover her loss, cryptocurrency can't be recalled. And the other transfers were all 'push to card' payments for which there is no option to attempt recovery. So I can't fairly make an award due to Revolut's actions around recovery.

Again, I'm sorry to hear Ms L lost money as she did. And I hope the police are able to hold those responsible to account. But because I don't think Revolut are responsible for her outstanding loss, there isn't a reasonable basis upon which I can require them to do more to resolve this complaint.

My final decision

For the reasons outlined above, my final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms L to accept or reject my decision before 16 September 2025.

Richard Annandale
Ombudsman