DRN-5334719

The complaint

Ms R complains that Revolut Ltd didn't do enough to protect her from a scam.

Ms R is being represented by a legal representative, but for ease of reading, I'll refer to Ms R in my decision.

What happened

The detailed background to this complaint is well known to both parties. So, I'll only provide a brief overview of the key events here.

Around May 2024 Ms R was looking for work when she received an offer out of the blue via a messaging service from a third-party merchant. Ms R was told the role was online and involved commission for completing tasks. She was guided by the merchant on how to set up wallets at genuine crypto exchanges. She then made payments from her Revolut account to a genuine crypto exchange for a total of around €19,100. She received some credits of around €1,578 leaving a loss of around €17,522. After being met with further requests to make payments she realised she had been scammed. So, she contacted Revolut to make a scam claim. But Revolut said it didn't do anything wrong and wouldn't be offering Ms R a refund. As a result, Ms R brought her complaint to this service.

Our Investigator didn't think the complaint should be upheld. He said that Ms R was being guided by the scammer to such an extent that he didn't think any further interventions would've made a difference here.

Ms R disagreed and asked for an Ombudsman's review. She said that she was being manipulated into continuing with the transactions which clouded her judgment.

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 know Ms R feels strongly about this complaint and this will come as a disappointment to her, 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.

Should Revolut have done more to stop the payments and what difference would it have made?

I note that Revolut stopped some of the payments Ms R was making during the scam. So, I don't think I need to make a finding on whether those were reasonable because I don't think it would've made a difference which payments Revolut stopped here.

When Revolut asked Ms R for the payment reasons it wasn't provided with accurate information. Ms R has also said that she was being guided by the scammer on what to say to Revolut's questions. I've seen that Ms R told Revolut that she was making an 'investment' and wasn't being guided by anyone. She also confirmed she had done research into the merchant. The scammer then told her to select another inaccurate payment reason of 'transfer to own account' which led to inaccurate questions and follow up warnings from Revolut.

I've considered whether Revolut doing more would've more than likely made a difference here. Having done so, I don't think it would. I'll explain why.

Ms R has told this service that she was being manipulated and coached by the scammer. And it wasn't just with Revolut. I can see she was told how to respond to questions from the genuine crypto exchange when it was querying a withdrawal she was making. And she didn't provide an accurate reason for taking out a £5,000 loan. Instead, she told the bank it was for a wedding. The scammer asked her what reason she provided to obtain the loan and Ms R openly admits lying to the bank so that it would lend her the money. She also started to have concerns later in the scam but continued to send her money. As a result of the above, I think any further intervention from Revolut would've more than likely seen Ms R reach out to the scammer and ask how to avoid the real reason for her payments being detected and ultimately so that the money could be sent. So, I don't think any further intervention would've made a difference here.

So, I don't think Revolut treated Ms R unfairly.

Recovery

We know that Ms R made payments to accounts in her name at a genuine crypto exchange before moving that money on to the scammer. So, there were no further funds for Revolut to reasonably recover here.

Having carefully considered this complaint, I'm acutely aware of the significant impact this whole situation has had on Ms R. And I'm of course very sorry to hear that she has lost such a significant amount of money. But I'm afraid I don't think Revolut are responsible for her losses here.

My final decision

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 R to accept or reject my decision before 10 September 2025.

Mark Dobson
Ombudsman