

The complaint

Ms L complains Revolut Ltd didn't help her locate money she'd sent that she thought had gone missing.

What happened

Ms L has an account with Revolut and an account with another business who I'll refer to as "S" throughout the rest of this decision. She's had both accounts for years.

Ms L has told us that she's been transferring money between her account with S and her account with Revolut for several years. And that she hadn't had any problems until she transferred £250 from her account with S to her account with Revolut in December 2024. She thought the money hadn't arrived and contacted Revolut and S to find out where it had gone. Ms L told us she sent a second payment of £50 on the same day and that arrived.

Ms L complained to us at the beginning of January 2025 saying that she'd still not been able to get to the bottom of where her £250 had gone. We explained to Ms L that she'd need to complain to one or both businesses and if she wasn't happy with their response then she could come to us.

Ms L complained to S and they confirmed they'd successfully sent the money. But it accepted that it had made some mistakes when looking into what had happened and offered £50 in compensation. In the meantime, as Revolut had already issued a final response, we started investigating what Revolut had done. In its final response, Revolut said, amongst other things, that Ms L's transfer had been returned to S due to incorrect account details.

One of our investigator's looked into this complaint and recommended that Revolut pay £100 in compensation for the additional inconvenience its errors had caused. Ms L was happy.

Revolut didn't think our investigator had been fair saying, amongst other things, that the first agent Ms L chatted to asked if she was contacting Revolut about a £250 payment that it had received and she said "no" even though this turned out to be the missing payment in question. Revolut asked for Ms L's complaint to be referred to an ombudsman for a decision. The complaint was, as a result, passed to me.

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.

Ms L believes that she transferred two amounts from her account with S to her account with Revolut on 3 December 2024 - £250 and £50. She's sent us a mini statement from her account with S that shows £250 and £50 leaving her account on 3 December 2024. She complained to us because she believed the £250 had gone missing. Following our involvement, our investigator established that Ms L isn't in fact missing £250. The parties now agree on that, but it's fair to say that they still don't agree what's happened here and why she isn't missing £250. I'll explain why I say that as it sounds odd to say the least.

Ms L has told us that she transferred £250 from her account with S to her account with Revolut in the evening on 2 December 2024. I'm satisfied that this is the £250 that is showing on the mini statement she's sent us for her account with S – the mini statement shows that £250 left her account on 3 December 2024. She's also told us that she transferred another £250 on 3 December 2024 and that wasn't the only amount she transferred that day – she transferred £50 too. I'm satisfied that the £50 arrived in her account with Revolut on 3 December 2024. If Ms L is right, however, then two lots of £250 should have debited her account with S and two lots of £250 should have credited her account with Revolut. Only one lot of £250 has, however, debited her account with S and only one lot of £250 has credited her account with Revolut. The good news is that this means Ms L is no longer worried she's missing £250, but it does beg a number of questions.

In this case, given that Ms L is no longer concerned that she's missing any money, I don't think it's helpful for me to work out exactly what's happened here. That's because I'm satisfied that both Ms L and Revolut could at different stages have done more to have resolved the question of what had happened to Ms L's "missing money" or, to be more accurate, to have helped work out that she wasn't actually missing any money. I can see Revolut tried its best to help, but it has admitted one of its agents made an error along the way. I'm satisfied that this error led Ms L to believe her money had arrived at Revolut but had been sent back because she'd used incorrect details. That wasn't the case, and I'm satisfied that this made a confusing picture even more confusing. I should add that Ms L had a role to play in that too – not just Revolut.

Putting things right

I'm satisfied that the error on Revolut's part that I've just mentioned meant that it's taken longer to work out Ms L isn't missing any money. And I agree with our investigator that it's fair to ask Revolut to pay £100 in compensation for the unnecessary additional inconvenience that this caused. That doesn't mean that Revolut is solely to "blame" for what's happened here, or that it didn't try to help or that Ms L didn't have a part to play. I am, however, looking into a complaint about what Revolut did or didn't do, and if I conclude that it made an error – which it's admitted it did – then one thing I have to think about is the impact that error had and whether it would be fair to award compensation and, if so, how much taking everything into account. That's what I've done.

My final decision

My final decision is that I'm upholding this complaint and require Revolut Ltd to pay Ms L £100 in compensation for the unnecessary additional inconvenience its part in this complaint caused.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms L to accept or reject my decision before 8 May 2025.

Nicolas Atkinson
Ombudsman