

## The complaint

Ms B complains that Revolut Ltd (Revolut) is refusing to refund her the amount she lost as the result of a scam.

Ms B is being represented by a third party. To keep things simple, I will refer to Ms B throughout my decision.

## What happened

The background of this complaint is well known to all parties, so I won't repeat what happened in detail.

In summary, Ms B tells us she had been looking for work online and found a job advertisement on a social media platform in marketing I will call this business X. Ms B responded to the advertisement and was later contacted by X via a well-known messaging application and the job was discussed in more detail.

Ms B was required to download screensharing software in order for X to help her with the process of setting up an account from which she had to complete multiple tasks.

Ms B started completing the tasks and everything appeared to be going well until X contacted Ms B to explain she had failed one of the tasks and needed to pay a fine of over £3,500. Ms B was later told she had to pay an additional £2,500 to withdraw funds.

Ms B paid both amounts but was still unable to make a withdrawal and X asked Ms B to make yet more payments. At this point it became apparent that Ms B had fallen victim to a scam.

Ms B made the following payments in relation to the scam from her Revolut account:

| Payment | Date         | Payee         | Payment Method | Amount    |
|---------|--------------|---------------|----------------|-----------|
| 1       | 28 June 2023 | Binance       | Debit Card     | £527.25   |
| 2       | 03 July 2023 | Individual 1  | Transfer       | £51.27    |
| 3       | 03 July 2023 | Individual 2  | Transfer       | £120.84   |
| 4       | 03 July 2023 | Individual 3  | Transfer       | £161.12   |
| 5       | 04 July 2023 | Individual 4  | Transfer       | £342.38   |
| 6       | 04 July 2023 | Individual 5  | Transfer       | £976.79   |
| 7       | 04 July 2023 | Individual 6  | Transfer       | £1,721.97 |
| 8       | 04 July 2023 | Individual 7  | Transfer       | £473.29   |
| 9       | 04 July 2023 | Individual 8  | Transfer       | £1,711.90 |
| 10      | 04 July 2023 | Individual 9  | Transfer       | £1,576.96 |
| 11      | 05 July 2023 | Individual 7  | Transfer       | £1,721.97 |
| 12      | 05 July 2023 | Individual 10 | Transfer       | £559.89   |
| 13      | 05 July 2023 | Individual 2  | Transfer       | £1,721.97 |
| 14      | 05 July 2023 | Individual 11 | Transfer       | £1,566.89 |
| 15      | 07 July 2023 | Individual 12 | Transfer       | £1,510.50 |
| 16      | 07 July 2023 | Individual 12 | Transfer       | £66.46    |

|    |                   |               |            |         |
|----|-------------------|---------------|------------|---------|
| 17 | 13 July 2023      | Binance       | Transfer   | £500.00 |
| 18 | 13 July 2023      | Individual 3  | Transfer   | £503.50 |
| 19 | 18 July 2023      | Individual 5  | Transfer   | £503.50 |
| 20 | 19 July 2023      | Individual 13 | Transfer   | £387.90 |
| 21 | 20 July 2023      | Individual 14 | Transfer   | £395.75 |
| 22 | 24 July 2023      | Binance       | Debit Card | £250.00 |
| 23 | 02 August 2023    | Binance       | Debit Card | £380.00 |
| 24 | 05 August 2023    | Binance       | Debit Card | £250.00 |
| 25 | 07 August 2023    | Binance       | Debit Card | £233.42 |
| 26 | 12 August 2023    | Binance       | Debit Card | £250.00 |
| 27 | 12 August 2023    | Binance       | Debit Card | £100.00 |
| 28 | 14 September 2023 | Binance       | Debit Card | £100.00 |

Our Investigator considered Ms B's complaint and didn't think it should be upheld. Ms B disagreed, so this complaint has been passed to me to decide.

### **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.

It has not been disputed that Ms B has fallen victim to a cruel scam. The evidence provided by both Ms B and Revolut sets out what happened. What is in dispute is whether Revolut should refund the money Ms B lost due to the scam.

#### *Recovering the payments Ms B made*

Ms B made payments into the scam via transfer and her debit card.

When payments are made by transfer Revolut has limited options available to it to seek recovery. Ms B disputed the payments she made by transfer some time after they were made. Given the time that passed I think it's unlikely any funds would remain in the account Ms B made payments to, so recovery of these funds would not be possible.

When payments are made by card the only recovery option Revolut has is to request a chargeback. As the payments Ms B made were to a legitimate cryptocurrency exchange and were made in exchange for cryptocurrency that was provided to Ms B a chargeback attempt would not be successful.

With the above in mind, I don't think Revolut had any reasonable options available to it to seek recovery of the payments Ms B has disputed.

#### *Should Revolut have reasonably prevented the payments Ms B made?*

It has been accepted that Ms B authorised the payments that were made from her account with Revolut, albeit on X's instruction. So, the starting point here is that Ms B is responsible.

However, banks and other Payment Services Providers (PSPs) do have a duty to protect against the risk of financial loss due to fraud and/or to undertake due diligence on large transactions to guard against money laundering.

The question here is whether Revolut should have been aware of the scam and intervened when Ms B made the payments. And if it had intervened, would it have been able to prevent the scam taking place.

Revolut has shown us that Ms B was required to give a payment reason for 18 payments she made via transfer and each time she gave the reason of 'Safe Account'. Ms B was then provided with warnings specific to the payment reason she had provided.

Revolut also intervened when Ms B attempted payment 10 and she was required to speak to Revolut via its in-app chat facility before the payment was released. Conversations took place on 4 and 5 July 2023.

As Ms B had given the reason for her payment as 'Safe Account' she was provided with warnings about this type of scam. However, Ms B also gave incorrect answers to Revolut's questions. Ms B told Revolut on three occasions she was paying a friend and confirmed twice that she had not downloaded any screen sharing applications.

Ms B funded the payments made from her Revolut account from another account she held elsewhere. When she made payments from her other account to her Revolut account an intervention took place via phone and a copy of that call has been provided to us. When this call took place Ms B told the bank she was sending the money to save for a holiday to Barbados with her friend. She also told the other bank that she had been recommended a Revolut account from a family member. Ms B went on to say she was making small payments as money came into her account.

Ms B has told us she gave incorrect answers on the guidance of X who told her that banks were resistant to cryptocurrency payments.

Considering Ms B had told Revolut that the reason for her payment was to a 'Safe Account', and I can't think of any legitimate reason someone would make a payment to a safe account I think Revolut could have provided a stronger intervention. However, it's also clear that Ms B was willing to give incorrect information to have payments made as guided by X in relation to the scam and construct a story about a holiday. So, I don't think any further intervention would have made a difference and I think Ms B would likely have continued to give dishonest answers had Revolut questioned her further.

Giving dishonest answers when making payments would have made it very difficult for Revolut to uncover the scam that was taking place. So, I don't think Revolut missed an opportunity to prevent the scam and it is not responsible for Ms B's loss.

### **My final decision**

I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms B to accept or reject my decision before 23 May 2025.

Terry Woodham  
**Ombudsman**