

## **The complaint**

Mr H complains that Revolut Ltd won't reimburse him for payments he made to a scam.

Mr H's complaint is brought by a professional representative but for ease of reading I'll refer only to Mr H in this decision.

## **What happened**

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

In 2021 Mr H received an invitation on social media about an investment opportunity in a merchant I'll refer to here as F. Mr H watched various videos about the investment with F and had calls with some of the team leaders involved. Mr H also said he completed his own research at the time. He then decided to start making card payments to a crypto exchange on 01 October 2021. In total he sent around £25,701 across nineteen payments from October 2021 to September 2022. Mr H was able to withdraw about \$7,000 during that period from F.

However, F's platform suddenly went down. He was sent a link to another merchant – I'll refer to here as 'G' and Mr H set up an account with G in January 2023. Mr H completed his own research and began investing. In total he sent seven payments from January to April 2023 totalling around £17,456 to G via crypto exchanges. And was able to withdraw about \$9,000 around 31 March 2023. Mr H realised something was wrong when he was unable to withdraw any further funds after around a year later.

In May 2024 Mr H made a claim to Revolut for his money back. But Revolut said it hadn't done anything wrong here so it wouldn't be offering him a refund. So, Mr H brought his complaint to the Financial Ombudsman.

Our Investigator didn't think the complaint should be upheld. She said Revolut should've done more to intervene in some of the payments here but she didn't think it would've made a difference due to the relationship between Mr H and the scammer had at the time and some of the advice he had been given on how to get a firm to send payments.

Mr H disagreed and asked for an Ombudsman's review. He said Revolut failed to intervene at all and that he was vulnerable to this type of scam due to the trust he placed in the scammer at the time. If Revolut had intervened he said it would've uncovered that the merchant's Mr H was investing with were known scams which would've stopped him from sending any further funds.

## **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 not to uphold it. I know this is not the answer Mr H was hoping for and so this will come as a disappointment. I'm really sorry to hear about the situation he's found himself in, and I can understand why he'd want to do all he can to recover the money he lost. But I need to decide whether Revolut can fairly and reasonably be held responsible for his loss. Overall, I've decided that it can't be. 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.

Where the evidence is incomplete, inconclusive, or contradictory (as it is here), I have to make my decision on the balance of probabilities – that is, what I consider is more likely than not to have happened in the light of the available evidence and the wider surrounding circumstances.

Mr H opened his account with Revolut on 30 September 2021. So, just before he started making the payments to F. This means there wasn't any previous account activity to compare the first few payments to the crypto exchange to. I've considered that the payments were also reasonably spaced out. That means that after a period of time these payments became normal account activity. The payments didn't increase in velocity nor did they continually increase in value throughout the scam. They increased in value at the beginning but not so significantly or suspiciously that Revolut should've had cause for concern. Overall, I agree with the Investigator that there wasn't enough happening here for Revolut to have been reasonably concerned about the payments Mr H made to F.

When Mr H started making payments in January 2023 to the scam with G, I think Revolut should've stopped the first payment he made. The total was £8,000 and despite the previous account activity, was significantly larger than the other payments he had made. Also, given the time the payment was made, the Financial Ombudsman would expect Revolut to be on the lookout for such payments to crypto providers given the prevalence of crypto related fraud.

So, I need to consider whether Revolut stopping that payment would've made a difference. In the circumstances I think the most appropriate warning would've been for Revolut to provide a crypto investment scam warning covering off some of the more common signs of a scam.

I've thought carefully whether such a warning would've resonated with Mr H at the time. Having done so, I'm not satisfied it would have. When he was making that payment Mr H had been talking and building a relationship with one of the representatives of F and G and had known him for over two years. Mr H has himself said that the relationship was so strong that he should be considered vulnerable. So, it's clear there was a level of trust that as Mr H has admitted – clouded his judgement. He was also satisfied with his own research to the point I can see his wife questioned the investment and google reviews at various points, but Mr H simply brushed these off and spoke to the representative about it.

I also think it's worth mentioning some of the advice Mr H was given by this representative about how to move money to the merchants without the banks being able to stop it. There was a message in October 2021 which explained a scenario where another investor was purportedly trying to move money from his bank to crypto and then the scam. It discussed how the bank would ask questions to ascertain why the money was being sent and said that this person told their bank that the money was his and it was his choice if he wanted to move it into crypto. The message also mentioned questions the bank may ask about how the investment in crypto was funded, whether there was anyone else involved and that the bank

would provide advice on scams. The message finished with the representative telling the investors not to back down to banks because it was their money and their decision what they could do with it.

It's for the above reasons that I'm not satisfied a crypto investment scam warning would've resonated with Mr H at the time. I think he would've been confident in his own research, his trust in the representative and what he had been told about how banks are resistant to money being moved out of their accounts. And even if I was satisfied any warning would've given something for Mr H to think about. I think it's most likely he would've reverted to the representative about the warning who would've in turn provided further reassurances as he did when Mr H's wife had raised concerns.

Nor do I consider that Revolut should've intervened any further here. The payments didn't increase in value or velocity. And again, were reasonably spread out. So, if it had provided a crypto investment scam warning, I don't think Revolut would've considered any later payments as reasonably suspicious enough to have intervened any further.

Returning to Mr H's point about his vulnerability. I'm not satisfied he would be considered an inexperienced investor as he had invested before. And I've not seen any further evidence to persuade me that he should be considered vulnerable at the time of the scam nor that Revolut would've reasonably been aware of any such situation.

### *Recovery*

As Mr H made all the payments via debit card the chargeback process would be the only way for him to recover his funds. But Mr H has confirmed the money was sent to a genuine crypto exchange who subsequently provided the service he had paid for – the transfer of those funds to crypto. He was also outside of the timeframe to raise a chargeback as he didn't raise a claim with Revolut until more than 120 days after the payments. So, Revolut didn't treat him unfairly by not raising and pursuing a chargeback here.

As a result of the above, I'm not going to ask Revolut to do anything more 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 Mr H to accept or reject my decision before 29 July 2025.

Mark Dobson  
**Ombudsman**