

## The complaint

Mr G complains Revolut Ltd (“Revolut”) didn’t do enough to protect him when he fell victim to a scam.

## What happened

Mr G said he lost funds having fallen victim to a job scam. He explained the role was task based and involved him watching videos. Mr G had issues when it came to withdrawing his funds and purchased cryptocurrency to complete a task so he could get a refund. However, after making deposits he couldn’t withdraw his funds and it seems this is when he realised he’d been scammed.

Below are the payments Mr G made, and attempted to make, from his account with Revolut:

Date	Type of transaction	Payee	Amount
31 January 2025	Card payment	Cryptocurrency provider	£0.10 - Reverted
31 January 2025	Card payment	Cryptocurrency provider	£677.67 - Reverted
<b>31 January 2025</b>	<b>Card payment</b>	<b>Cryptocurrency provider</b>	<b>£667.67</b>
<b>31 January 2025</b>	<b>Card payment</b>	<b>Cryptocurrency provider</b>	<b>£381.06</b>
31 January 2025	Card payment	Cryptocurrency provider	£694.15 – Declined
31 January 2025	Card payment	Cryptocurrency provider	£694.15 – Reverted
31 January 2025	Card payment	Cryptocurrency provider	£694.15 – Reverted
31 January 2025	Card payment	Money transfer service	£1.00 – Declined
31 January 2025	Card payment	Cryptocurrency provider	£694.15 – Reverted

*The successful payments which Mr G is seeking reimbursement of are in bold.*

Mr G raised the matter with Revolut the same day saying someone tried to kidnap him and forced him to make transactions. This isn’t how he described the scam events in his testimony to us, so I don’t believe kidnap is involved here.

Revolut told Mr G the transactions were pending. Revolut said it can’t cancel a pending payment and that the funds are temporarily blocked until the merchant claims the funds or cancels the transaction, or the transaction expires. Revolut told Mr G the merchant had until 9 February to claim the funds. He was told if the payments are completed the chargeback team will review the dispute and if the payments are declined, Revolut will cancel the request.

During this period Mr G contacted Revolut several times for an update and it wasn’t able to tell him much more because the payments were still pending, and it had already explained the process. Revolut reiterated the situation to Mr G. Mr G scheduled a call with Revolut which didn’t happen, and he raised a complaint about the disputed payments which he was told would be acknowledged by email within three days which Mr G says didn’t happen.

Mr G’s scam claim wasn’t upheld and neither was his complaint with Revolut. Unhappy with Revolut’s response, he raised the matter with the Financial Ombudsman. One of our Investigators looked into the complaint and didn’t uphold it. They didn’t think Revolut ought

to have been concerned by the successful payments such that they ought to have intervened. They said further payments made the same day didn't leave the account so no further losses occurred.

As an agreement could not be reached, the complaint has been passed to me for a final decision.

### **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.

I'm sorry that Mr G has been the victim of a scam. I realise he's lost a significant sum of money and I don't underestimate the impact this has had on him. And so, I'd like to reassure him that I've read and considered everything he's said in support of his complaint. But I'll focus 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. I know this will come as a disappointment to Mr G but having done so, I won't be upholding his complaint for broadly the same reasons as our investigator. I'll explain why.

In broad terms, the starting position at law is that banks and other payment service providers are expected to process payments and withdrawals that a customer authorises it to make, in accordance with the Payment Services Regulations and the terms and conditions of the customer's account.

Mr G authorised the payments in question here – so even though he was tricked into doing so and didn't intend for his money to end up in the hands of a scammer, he is presumed liable in the first instance.

But as a matter of good industry practice, Revolut should also have taken proactive steps to identify and help prevent transactions – particularly unusual or uncharacteristic transactions – that could involve fraud or be the result of a scam. However, there is a balance to be struck: as while banks and Electronic Money Institutions should be alert to fraud and scams to act in their customers' best interests, they can't reasonably be involved in every transaction.

I've thought about whether Revolut acted fairly and reasonably in its dealings with Mr G when he made the payments, or whether it should have done more than it did. In doing so I've considered what Revolut knew about the payments at the time it received Mr G's payment instructions.

As only the second and third payments were processed, I need to consider if Revolut is liable for the losses Mr G suffered as a result of these payments. And having considered this I don't think it is. I'll explain why.

The payments were authorised using a feature known as 3D Secure whereby a customer is sent a notification in their banking app which requires them to enter their Revolut account password to confirm the transaction.

The payments were made to a legitimate cryptocurrency provider and weren't of an unusually excessive value such that Revolut ought to have had cause for concern that Mr G could be at a heightened risk of financial harm from fraud. I therefore don't think it was unreasonable for Revolut to have processed the second and third payments in-line with Mr G's payment instructions.

I think that at the time the fifth payment was made Revolut should have been suspicious that Mr G could be at a heightened risk of financial harm from fraud, given what it knew about this payment and those that came before it. Revolut told us it intervened on the fifth payment Mr G attempted to make and has outlined its intervention for the payment which was declined due to suspicious activity and the following payments weren't processed either.

In summary, I don't think Revolut had cause to be concerned when the successful payments were made (the third and fourth payments). The point at which I think intervention should have taken place was when the fifth payment was made which is when Revolut intervened. I believe its intervention was proportionate to the risk the payment presented, and no further losses occurred from this point. I therefore think Revolut's actions were reasonable.

Mr G is unhappy Revolut didn't return his call. I appreciate this will have been frustrating for Mr G at an already difficult time and Revolut apologised for the missed call. He also said he didn't receive a prompt complaint acknowledgment by email, but I can see Revolut confirmed via the in-app chat that his complaint had been raised soon after he asked it to raise one, so I'm satisfied Mr G was aware his complaint had been raised.

### *Recovery*

I've thought about whether there's anything else Revolut could have done to help Mr G — including if it took the steps it should have once it was aware that the payments were the result of fraud.

As the transactions were card payments, the only option of recovery was via chargeback. But given the payments were made to a legitimate cryptocurrency provider, I don't consider they would have had any prospect of success given there's no dispute the cryptocurrency was provided to Mr G and so, I don't think Revolut could've recovered his loss.

I'm sorry to disappoint Mr G further, but I've thought carefully about everything that has happened, and with all the circumstances of this complaint in mind I don't think Revolut needs to refund his money or pay any compensation. I realise this means he's out of pocket and I'm really sorry he's lost this money. However, for the reasons I've explained, I don't think I can reasonably uphold this complaint.

### **My final decision**

My final decision is that I do not uphold this complaint against Revolut Ltd.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 22 July 2025.

Charlotte Mulvihill  
**Ombudsman**