

The complaint

Mr K complains that Revolut Ltd won't refund several payments he says he made and lost to a scam.

What happened

The background to this complaint is well-known to both parties, so I won't repeat it in detail here. But in summary and based on the submissions of both parties, I understand it to be as follows.

Mr K complains Revolut won't reimburse the money that he lost when he fell victim to a task-based employment scam.

Payment 1	12 October 2024	£2,502.99
Payment 2	12 October 2024	£502.99
		£3,005.98

Mr K raised a complaint with Revolut, but it wasn't upheld. So, Mr K brought his complaint to our service.

Our investigator didn't uphold the complaint. She didn't think any of the payments looked suspicious such that Revolut ought to have made additional checks before processing any of them.

Mr K has asked for the matter to be referred to a 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 very aware that I've summarised this complaint briefly, in less detail than has been provided, and in my own words. No discourtesy is intended by this. Instead, I've focussed on what I think is the heart of the matter here. If there's something I've not mentioned, it isn't because I've ignored it. I haven't. I'm satisfied I don't need to comment on every individual point or argument to be able to reach what I think is the right outcome. Our rules allow me to do this. This simply reflects the informal nature of our service as a free alternative to the courts.

Having taken into account longstanding regulatory expectations and requirements, and what I consider to be good industry practice, Revolut ought to have been on the look-out for the possibility of fraud and made additional checks before processing payments in some circumstances.

I have reviewed Mr K's account and the payments he made to the scam. Having considered when they were made, their value and who they were made to, I'm not persuaded Revolut

ought to have found any of the payments suspicious, such that it ought to have made enquires of Mr K before processing them. I accept the payments were made on the same day but given their value and the payment purpose Mr K selected at the time (paying family and friends), I'm not convinced they looked suspicious, particularly when there are no other concerning factors about the payments. Mr K also told Revolut he had met the person face to face to get their account details. All of this we now know wasn't accurate.

It's worth noting that Revolut also intervened on a payment shortly after the two Mr K made as part of this scam and spoke to him on its live chat function. Here Mr K concealed the true purpose of the payment and told the Revolut advisor it was a transfer to a friend. Mr K goes on to say that he is sure it's not a scam and if it can't be made, he will transfer his money to another bank and make it from there. The advisor then tells Mr K that its likely he is falling victim to a scam.

Mr K goes on to say that his relative only has an Indonesian bank account and he had to order a new card with his other bank after he lost his one, which is why he opened a new account with Revolut. I'm satisfied that all this information would have seemed very plausible to the agents he was speaking to at the time, and it's clear he was being guided by the scammer.

So, even if Revolut had asked further questions on the earlier payments (which I'm not convinced it needed to), I'm not persuaded that Mr K would have been open and honest with his answers to those either. I think it's most likely he would have given answers that would have alleviated Revolut's concerns.

I've thought carefully about the customer service Mr K received, and with all the circumstances of this complaint in mind I don't think Revolut needs to pay Mr K any compensation. Whilst I appreciate this has been a very distressing time, and Mr K did have to send multiple bits of information to Revolut that delayed things. From the evidence I have seen, this was likely to do with Mr K deciding to close his account after the scam and then having to use the online chat function anonymously. Revolut also needed some time to investigate things, so I don't find there were any failings on Revolut's part that I've seen that would lead me to uphold this complaint.

Recovery

Much like the investigator, I haven't found Revolut could have done anything more to recover the funds. As the money was moved to another account in Mr K's name then on to the scammer, Revolut could have only attempted to recover the money to where it was sent first, and we know the money was moved on from there.

My final decision

For the reasons given above, 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 K to accept or reject my decision before 26 June 2025.

Tom Wagstaff
Ombudsman