

The complaint

Nr N complains Revolut Ltd (“Revolut”) won’t reimburse money he lost when he fell victim to a scam.

What happened

Nr N paid over £100,000 over multiple transaction between 4 May 2023 and 26 May 2023, to what he was led to believe was an employment opportunity – completing tasks online to earn commission. Nr N had to fund the account whenever it went into a negative balance, and he came to the realisation it was a scam, when he ran out of funds. Mr N funded the scam from other accounts; one of which was the subject of a separate complaint to this service.

Our investigator didn’t uphold a complaint, as although he found Revolut ought to have done more when asking questions about one of the payments, he wasn’t persuaded that would have prevented Nr N’s loss. This was because at every stage of the scam (including with his other banks), when being provided with scam alerts and being questioned over the phone about payments, Nr N was not honest about the payment purpose. And when the other two accounts were blocked, Mr N continued to make payments from alternative accounts. Given this, our investigator wasn’t persuaded a better intervention or warning from Revolut would have prevented the loss.

Nr N’s representative asked for the matter to be referred to a decision. It said Revolut’s intervention was too late and insufficient. It said, human intervention would have uncovered the scam. It said, the fact that Mr N continued making payments using other banks does not absolve Revolut of its responsibility.

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 have considered all the available evidence to decide what’s fair and reasonable in the circumstances of this complaint.

Having done so, I agree with the investigator’s conclusions for the following reasons:

- It isn’t in dispute that Nr N authorised the transactions in question. He is therefore presumed liable for the loss in the first instance. However, Revolut is aware, taking longstanding regulatory expectations and requirements into account, and what I consider to be good industry practice at the time, that it should have been on the look-out for the possibility of fraud and made additional checks before processing payments in some circumstances.
- I think a proportionate response to the third payment would have been for Revolut to have provided a tailored written warning relevant to cryptocurrency investment scams. But Mr N wasn’t sending payments in connection with an investment opportunity. So, I’m not convinced that a written warning relating to cryptocurrency investment scams would have resonated with Mr N and the circumstances he found

himself in. I think it's likely that Mr N would have seen a warning about investment scams involving cryptocurrency and disregarded it and proceeded with the payment.

- But soon after, the spending on the account showed the hallmarks of a scam taking place and I do think Revolut could have asked more and better probing questions much earlier about the payments Mr N was making - for example - by directing Mr N to it's in app chat. But I'm not persuaded earlier, or better intervention would have prevented his loss.
- Mr N's other two banks intervened, and Mr N failed to tell them the real reason for the payments and instead gave other reasons. Even when asked detailed and probing questions from one bank, Mr N persisted in not revealing the true nature of the payments. I'm therefore persuaded that whatever questions had been asked of Mr N by Revolut, he would have done the same. That's evident, given Mr N didn't answer any of his other banks' questions accurately and maintained a cover story.
- Prior to making payments from his Revolut account, Mr N moved on to make payments from different banks each time they intervened. Therefore, I think it's more likely than not he would have done the same with earlier/better intervention from Revolut and found another way to make the payments.
- Mr N has fallen victim to what can only be described as a cruel and callous scam. I'm sorry he has lost so much money, and I can understand why he would like to be compensated for his losses.
- But I can only ask Revolut to reimburse Mr N if I find that any wrongdoing on Revolut's part caused his loss. That concept is one his representative should be very familiar with. Yet it has not sought to substantiate its arguments as to why better questioning would have resulted in Mr N acting any differently given the other compelling evidence in this case.
- I'm not persuaded there were any prospects of Revolut successfully recovering the funds, given the money was used to purchase cryptocurrency from legitimate providers.

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 N to accept or reject my decision before 30 May 2025.

Kathryn Milne
Ombudsman