DRN-5423367

The complaint

Mrs W complains that Revolut Ltd hasn't protected her from losing money to a scam.

What happened

The background to this complaint is well known to both parties, so I won't repeat everything here. In brief summary, Mrs W has explained that in June 2024 she made two payments which together totalled £14,500 from her Revolut account for what she thought was a legitimate investment opportunity. Mrs W subsequently realised she'd been scammed and got in touch with Revolut. Ultimately, Revolut didn't reimburse Mrs W's lost funds, and Mrs W referred her complaint about Revolut to us. As our Investigator couldn't resolve the matter informally, the case has been passed to me for 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.

Having done so, I've decided to not uphold this complaint, as I agree with our Investigator's conclusions for the following reasons:

- I don't doubt Mrs W had been the victim of a scam here. However, this doesn't automatically entitle her to a refund from Revolut. It would only be fair for me to tell Revolut to reimburse Mrs W her loss (or part of it) if I thought Revolut reasonably ought to have prevented the payments (or one of them) in the first place, or Revolut unreasonably hindered recovery of the funds after the payments were made; and if I was satisfied, overall, that this was a fair and reasonable outcome.

- As our Investigator explained, Revolut did intervene by asking questions and warning her about fraud and scams. Mrs W's representative argues that Revolut should have gone further than it did. But I'm not persuaded here that even if Revolut had gone further, that proportionate and reasonable intervention would most likely have prevented Mrs W's loss.

- I say this for materially the same reasons as our Investigator explained. Mrs W wasn't forthcoming. Instead, I'm persuaded that Mrs W was unfortunately under the spell of the scam, and the scammer who was instructing her how to do things. The WhatsApp messages exchanged between Mrs W and the scammer, and Mrs W's interactions with other payment institutions strongly suggest this. Such that the information I've seen persuades me Mrs W was set on making these payments and circumventing Revolut's checks and warnings, such that I can't fairly say Revolut unreasonably failed to prevent Mrs W making these payments and losing this money.

- I'm not persuaded there were any prospects of Revolut successfully recovering the funds, given the nature of the payments.

I've thought about everything that's been said. But these points haven't changed my mind.

I’m sorry Mrs W was scammed. But I can’t fairly tell Revolut to reimburse Mrs W when I’m not persuaded it reasonably ought to have prevented the payments or to have recovered them.

My final decision

For the reasons explained, I don’t uphold this complaint.

Under the rules of the Financial Ombudsman Service, I’m required to ask Mrs W to accept or reject my decision before 22 September 2025.

Neil Bridge
Ombudsman