

The complaint

Mrs M complains Revolut Ltd didn't do enough to protect her when she fell victim to a job scam.

What happened

Mrs M has an account with Revolut.

Mrs M says she was looking for a way to increase her income in June 2023 when she came across an opportunity to earn commission completing tasks. The tasks involved liking videos posted on social media. Mrs M says she looked into the company involved and says that it appeared to be a genuine opportunity, so she expressed interest. Mrs G says she was told she'd need to open a cryptocurrency account in order to perform the job and that she was shown how to do this. She says she was also told she'd need to open an account with Revolut, which she did. In fact, Mrs M was talking to a scammer.

Mrs M says that to begin with she was able to withdraw the profits and commission she was told she'd made, but that there came a point where she could no longer do so as she was told she needed to add more funds before she'd be paid her profits. She says that shortly after this she realised she'd been scammed. Rather than report the fact that she'd been scammed to Revolut, however, Mrs M claimed that someone had taken funds from her account – in other words, that there had been unauthorised transactions on her account. A month later, and with the help of a representative, Mrs M told Revolut that she had, in fact, been scammed. She said that Revolut should have done more to help her.

Revolut investigated Mrs M's original claim and said that it couldn't refund Mrs M as it had no ground to raise a chargeback and the transactions weren't fraudulent. Revolut also looked into Mrs M's subsequent complaint and said that it had done nothing wrong, and that the loss had occurred outside of Revolut. Mrs M wasn't happy with Revolut's response and so asked her representative to complain to us.

One of our investigators looked into Mrs M's complaint but didn't uphold it. In summary our investigator said that Revolut couldn't reasonably have uncovered the scam, that Mrs M would have gone ahead and made the payments regardless of any warnings she'd received and that there was no reason to believe Mrs M would have been honest had Revolut intervened given that she hadn't been truthful when she originally complained to Revolut.

Mrs M's representative wasn't happy with our investigator's response and asked for her complaint to be referred to an ombudsman for a decision. They said that Revolut's intervention was inadequate – given that it had declined over twenty transactions and the payments were going to cryptocurrency so Mrs M's response didn't make sense – and that it had missed an opportunity to prevent further loss. Her complaint was passed to me.

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.

Earlier on this month I issued a provisional decision saying that I was minded to uphold this complaint as I thought Revolut missed an opportunity to prevent further loss to Mrs M and that Revolut should refund Mrs M from the third payment she made and onwards. In my provisional decision I said that I could see that Revolut had stopped payments Mrs M had attempted to make because it had concerns and that Mrs M's response didn't make complete sense. I said:

"The agent didn't question Mrs M any further. That's despite Mrs M's response not making complete sense, and despite the large number of attempts Mrs M had been making to transfer money from her Revolut account to her cryptocurrency wallet."

I then went on to say:

"In this case, given the circumstances, I think the agent should have asked Mrs M more probing questions. Our investigator thought that Mrs M wouldn't have answered questions truthfully because she wasn't honest when she originally contacted Revolut after realising she'd been scammed. I don't, however, agree that the one follows the other, particularly in this case. Indeed, I can see that the answers Mrs M gave the agent when Revolut intervened – albeit too late in my opinion – were all honest answers. In short, had the agent probed more, I'm satisfied that the truth would have come out and that Revolut would have discovered that Mrs M was sending money to a third party they'd never met in connection with a job that they'd found online. At that stage, I would have expected Revolut to explain that it looked like Mrs M was being scammed, and why. Had this happened, I'm satisfied that Mrs M would have stopped making payments. In other words, I'm satisfied that Revolut missed an opportunity to prevent further losses when Mrs M attempted to make her third payment – had it intervened then as I think it should have done, I'm satisfied that this scam would have come to light."

Both parties were invited to respond to my provisional decision. Only Mrs M did, accepting it.

Having reconsidered everything again, I remain of the view that Revolut missed an opportunity to prevent further losses when Mrs M attempted to make her third payment.

Putting things right

Given everything I've just said, I remain of the view that Revolut should refund Mrs M from her third payments and onwards.

My final decision

My final decision is that I'm upholding this complaint and require Revolut Ltd to refund Mrs M from her third payment and onwards together with 8% per annum simple interest from the date of payment to the date of settlement.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs M to accept or reject my decision before 28 April 2025.

Nicolas Atkinson
Ombudsman