

## The complaint

Mr G complains that Revolut Ltd (Revolut) is refusing to refund him the amount he lost as the result of a scam.

Mr G is being represented by a third party. To keep things simple, I will refer to Mr G throughout my decision.

## What happened

The background of this complaint is well known to all parties, so I won't repeat what happened in detail.

In summary, Mr G has told us that he found an advertisement for cryptocurrency investment with a company I will call "X" via social media. Mr G completed a data capture form and was later contacted by a representative of X.

Mr G has told us that he searched X, and X's representative online and was unable to find any negative information that would have caused him to have concerns he was not dealing with a legitimate company.

X explained the investment and Mr G agreed to invest. Mr G had access to X's platform which appeared to show his deposits, investments and profits. Mr G says he received a small return which encouraged him to invest more.

Mr G has told us that X asked him to download screensharing software, but he declined to do so.

When Mr G attempted to make a withdrawal from his investment, he was met with various excuses why a withdrawal could not be made without making more payments first. Despite making the additional payments Mr G was still unable to make a withdrawal from the investment and realised he had fallen victim to a scam.

Mr G has disputed the following payments made from his Revolut account in relation to the scam:

<u>Payment</u>	<u>Date</u>	<u>Payee</u>	<u>Payment Method</u>	<u>Amount</u>
1	26 August 2024	Crypto.com	Transfer	£2,000
2	27 August 2024	Crypto.com	Transfer	£500
3	27 August 2024	Crypto.com	Transfer	£1,000
4	12 September 2024	Crypto.com	Transfer	£2,000
5	17 September 2024	Crypto.com	Transfer	£2,042
6	02 October 2024	Crypto.com	Transfer	£1,000
7	04 October 2024	Crypto.com	Transfer	£1,000
8	07 October 2024	Crypto.com	Transfer	£4,000
9	07 October 2024	Crypto.com	Transfer	£3,950
10	08 October 2024	Crypto.com	Transfer	£6,700
11	09 October 2024	Crypto.com	Transfer	£6,630

12	10 October 2024	Crypto.com	Transfer	£7,000
13	11 October 2024	Crypto.com	Transfer	£12,500
14	14 October 2024	Crypto.com	Transfer	£13,000
15	16 October 2024	Crypto.com	Transfer	£17,800
16	23 October 2024	Crypto.com	Transfer	£15,700

Our Investigator considered Mr G's complaint and didn't think it should be upheld. Mr G disagreed, so this complaint has been passed to me to decide.

### **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.

It has not been disputed that Mr G has fallen victim to a cruel scam. The evidence provided by both Mr G and Revolut sets out what happened. What is in dispute is whether Revolut should refund the money Mr G lost due to the scam.

#### *Recovering the payments Mr G made*

Mr G made payments into the scam via transfer. When payments are made by transfer Revolut has limited options available to seek recovery.

The payments Mr G has disputed were not made to the scammer directly, instead the payments were made to a legitimate cryptocurrency exchange. As there is no dispute that cryptocurrency was provided to Mr G in exchange of the payments he made, and it took further steps for those funds to end up in the hands of the scammer, any attempts to recover the payments would have no prospects of success.

#### *Should Revolut have reasonably prevented the payments Mr G made?*

It has been accepted that Mr G authorised the payments that were made from his account with Revolut, albeit on X's instruction. So, the starting point here is that Mr G is responsible.

However, banks and other Payment Services Providers (PSPs) do have a duty to protect against the risk of financial loss due to fraud and/or to undertake due diligence on large transactions to guard against money laundering.

The question here is whether Revolut should have been aware of the scam and intervened when Mr G was making the payments. And if it had intervened, would it have been able to prevent the scam taking place.

When Mr G made payment 1 he was presented with a screen asking if he knew and trusted the payee. The screen also gave a general scam warning. Mr G the proceeded with the payment.

When Mr G made payment 4 he received a screen warning that the payment didn't look right and that Revolut needed help to understand what was happening. Mr G was advised that "It's very important you answer honestly" and he agreed that he understood the statement.

Mr G then confirmed:

- He was completing the transaction by himself
- The payment was part of an investment in cryptocurrency
- He had not been asked to install software

- He had checked online reviews and the FCA
- He had invested in crypto before

Mr G then received several warnings that included:

“This could be a crypto scam – Stop crypto scams promise high returns in short periods of time, and might even have professional-looking online platforms”

“Beware of social media promotions – Fraudsters use social media to promote fake investment opportunities. Read online reviews to make sure it’s legitimate”

“Don’t give anyone remote access – Scammers may ask you to install software to view your screen, uninstall software that gives someone else control”

“Do your crypto research – Most crypto exchanges aren’t regulated. Search for mentions of scams in online reviews”

Despite receiving the above warnings Mr G continued to make the payment agreeing he understood the associated risk.

The payment was then paused, and Mr G was advised that his payment would be sent in three hours and that in the meantime he should research the recipient, get a second opinion, and not let anyone talk him through how to respond to Revolut. Mr G was also warned about current scams and provided with links to online articles.

Mr G then got a further chance to cancel the payment but allowed it to go ahead.

When Mr G made payment 15 he answered Revolut’s automated questions differently stating he was making a payment in relation to tax from a “legitimate institution”. As the answers Mr G had provided caused Revolut concerns, he was required to engage in a conversation with Revolut via its in-app chat facility.

During the chat Mr G stated he was “trying to get a Bitcoin” and provided screenshots of his Cryptocurrency account.

A call then took place between Mr G and Revolut. Mr G confirmed:

- He had been investing in crypto for around 3 years
- He was making the payment now as Bitcoins value had dropped and the change in the amount he was paying was based on him having available funds
- He didn’t have an advisor helping him

Revolut then warned Mr G that fraudsters often create fake sites that show fake results and that Mr G should check reviews before making payments. Mr G was also warned that if anyone asks him to download screensharing software they may be trying to access his financial information.

Mr G also funded his payments by taking out multiple loans with multiple different lenders. Mr G has confirmed that he wasn’t honest when he applied for the loans and told lenders that the purpose of the loans was for home improvements.

I think Revolut could have intervened further than it did, especially around the time Mr G made the larger payments. The payments were being made to a well-known cryptocurrency exchange and as such had a higher-than-normal risk associated with them. But I don’t think

any further intervention would likely have made a difference. I will explain why.

It's clear from the available evidence that Mr G was taken in by X and believed he was dealing with a genuine business.

Mr G gave incorrect information to Revolut on multiple occasions and ignored multiple warnings that I think should have been red flags and have caused Mr G to have concerns as they highlighted aspects of the scam he was experiencing.

I don't have enough to say that Mr G would have provided any more honest answers had Revolut intervened further than it did. Providing false information would and did make it extremely difficult for Revolut to uncover the scam that was taking place.

With the above in mind, I don't think Revolut missed an opportunity to prevent the scam and it is not responsible for Mr G's loss.

### **My final decision**

I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 27 October 2025.

Terry Woodham  
**Ombudsman**