

## **The complaint**

Mr E complains that Revolut Ltd will not reimburse funds he lost to a scam.

## **What happened**

The background to this complaint is well known to both parties, so I will not repeat it in detail again here.

In summary, between January 2025 and February 2025 Mr E made payments totalling £2,388.98 as a result of what he thought was a genuine employment opportunity.

Mr E was contacted on a messaging service by someone who claimed to be offering a role with a digital advertising company. The role required Mr E to complete a set number of tasks rating travel packages. He was then asked to make payments in advance in order to access tasks at a better rate. Mr E made payments to purchase cryptocurrency and then sent the funds on to the scam platform. Mr E realised it was a scam as he was asked to make more payments and complete more tasks. He later complained to Revolut but it did not uphold his complaint.

Our Investigator also didn't think the complaint should be upheld. He said he did not think there was sufficient grounds for Revolut to think Mr E was at risk of financial harm from fraud when he made the payments. So our Investigator did not think it could be held at fault for processing the payments.

Mr E doesn't accept what the Investigator said, and as an agreement could not be reached the complaint has been passed to be for a final 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 sorry to hear of the challenging circumstances Mr E has faced. I appreciate these were difficult times for him, made worse as he fell victim to such a cruel scam. Whilst I sympathise with Mr E, I must put aside my feelings and consider his complaint impartially. Having done so, I have reached the same outcome as the Investigator and for similar reasons. I know this will be disappointing to Mr E, but I'll explain why.

Taking into consideration the relevant regulatory rules and guidance, codes of practice and good industry practice, Revolut should take steps to identify and where possible prevent sufficiently unusual or uncharacteristic payments to help protect its customers from financial harm resulting from fraud.

I think it is important to also highlight that there are many payments made by customers each day, and it is not reasonable to expect Revolut to stop and check every payment instruction to try to prevent fraud or financial harm. There's a balance to be struck in the extent it intervenes in payments to protect customers, without unnecessarily disrupting

legitimate payment instructions. And while banks ought to be aware that cryptocurrency related transactions carry a greater risk of fraud, that does not mean that all payments for the purchase of cryptocurrency are in fact fraudulent.

Having reviewed Mr E's account activity, I don't find any of the payments were sufficiently uncharacteristic or unusual for them to have caused Revolut concern. This is because Mr E had made payments of similar value from his account in the months prior. The payments were not made in quick succession which commonly occurs where a scam is involved, rather they were made hours apart and often times several days passed between transactions. And when considered in the context of the vast number of payment instructions Revolut receives, I don't find any of the payments were of significant value individually or collectively to have raised suspicion and to warrant intervention.

As the payments were made to a legitimate merchant and a service provided, I'm not persuaded there were any prospects of Revolut recovering the funds.

I have thought carefully about all that's happened. I appreciate that Mr E has been the victim of a cruel scam and lost a significant sum of his money and I sympathise with him, but I cannot fairly or reasonably hold Revolut liable for the losses incurred.

### **My final decision**

For the reasons set out 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 E to accept or reject my decision before 8 January 2026.

Oluwatobi Balogun  
**Ombudsman**