

## **The complaint**

Mr Y complains that Revolut Ltd blocked a payment he tried to make and that it wouldn't continue the release process without him providing private financial information.

## **What happened**

In December 2024 Mr Y attempted to make 2 payments on successive days to K, a cryptocurrency exchange. The first payment of £500 was blocked but Mr Y decided not to proceed with it and has confirmed he's not complaining about that. The second payment of £3,000, was also blocked. In order to get this unblocked Mr Y had to go through a lengthy automated process where he was taken through a number of screens and asked to provide answers to questions. He believes that the process was so comprehensive that there could no longer have been any reasonable suspicion that his payment was a scam/fraud.

At the end of the process, Mr Y was advised that the transfer was under review which would take up to three hours. He was contacted through a live support chat and asked for a statement of investment, a last transaction statement and (if applicable) copies of communication with any investment managers or third parties assisting in the investments. Mr Y felt this to be intrusive and decided to cancel the payment.

He complained to Revolut. It confirmed that the payments were stopped by its automated security system which is not manually controlled. It recommended that Mr Y attempt to carry out the transfer again and then, if it was still being stopped, to contact its team and provide the requested information.

On referral to the Financial Ombudsman Service, our Investigator said that she thought that Revolut's actions were fair and reasonable.

The matter has been passed to me for an Ombudsman's consideration.

## **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.

First of all, I'm satisfied that Revolut is entitled under the terms and conditions of Mr Y's account to refuse or delay payment. Full details of that have already been supplied to Mr Y, so I won't go into them any further here.

As I understand it, Mr Y's complaint is not that he was put through the automated system, but that there could have been no 'reasonable belief' that the payment was 'connected to, or at material risk of being connected to, a scam, fraud or any other criminal activity'. And the reason for his complaint was the request for private external financial account screenshots and refusal to proceed if he did not comply.

Mr Y has asked that I obtain from Revolut a full simulation of what was done during the app process, so I can see how extensive the checks were. And that I consider the fact that he

gave “correct” answers throughout the process. And that his Revolut account history would also have indicated that there was no fraud or scam.

Firstly, although Mr Y has indicated that he doesn't complain that he was put through the automated process, I have to consider whether it was reasonable to put the block on the payments in the first place. Payment service providers (PSPs), including banks, are required to put in place systems which protect customers' accounts by identifying possible fraud. If they don't do this then they could be liable for any payment that was fraudulent. Revolut has advised us why these particular transactions were blocked notwithstanding that Mr Y had previously made payments to K. We've been asked to treat that information as confidential. Our rules allow us to do this, but I can assure Mr Y that I think Revolut acted reasonably.

I won't ask Revolut to provide a full simulation of the app process. It has provided us full and detailed information of the whole process including the screenshots and all the questions Mr Y was asked, and his answers. I'm satisfied that this was a fair process. But while he feels that he gave “correct” answers, it is a matter for Revolut whether it was fully satisfied with them. Investing in cryptocurrency is regarded as high risk, indeed some PSP's won't support such payments. I understand that the process is designed to give a fair objective overview, which takes into account that scammers will often coach the consumer in the answers they should give. I think that the decision to pause the payments for up to three hours was reasonable.

Once the payment had been paused, the matter was reviewed by a specialist. So there was a manual intervention at this stage. That specialist reviewed the answers in the process and the decision was made to ask Mr Y for the extra information. I understand that he found this to be intrusive, but again, bearing in mind that the specialist will have had expertise in identifying possible fraud, I do think this was reasonable.

In respect of Mr Y's account history, Revolut has supplied the statements of this. This would have been taken into account, though as I set out above I think Revolut has reasonably answered why the payments were blocked.

Going forward, I note that Revolut suggested Mr Y attempted to make the payment again. However it can't guarantee that it won't be blocked or that Mr Y won't be asked for the same information. Unfortunately I can't tell Revolut not to block such payments in future. As this is an automated process the same risk factors that trigger it would apply.

As I haven't upheld Mr Y's complaint I won't require Revolut to take any further action.

### **My final decision**

I don't uphold the complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr Y to accept or reject my decision before 7 July 2025.

Ray Lawley  
**Ombudsman**