

## The complaint

Mrs E complains that Revolut Ltd won't refund the full amount of money she says she lost to a scam.

## What happened

The background to this complaint is well-known to both parties, so I won't repeat it in detail here. But in summary and based on the submissions of both parties, I understand it to be as follows.

Mrs E sent several payments to what she thought was a legitimate task-based job.

Payment 1	29 March 2024	£670
Payment 2	29 March 2024	£30
Payment 3	29 March 2024	£1,320
Payment 4	02 April 2024	£2,406.60

When Mrs E was unable to withdraw her funds, and communication stopped, she realised she had been scammed. So, Mrs E logged a complaint with Revolut.

Revolut looked in the complaint but didn't uphold it. So, Mrs E brought her complaint to our service.

Our investigator looked into the complaint but didn't uphold it. Our investigator found that Revolut did intervene and ask a proportionate number of questions, but Mrs E went on to make the payments anyway.

As Mrs E didn't agree with the investigator's view, the complaint has been passed to me 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.

Having done so, I've come to the same outcome as the investigator for largely the same reasons. I'll explain why.

I'm very aware that I've summarised this complaint briefly, in less detail than has been provided, and in my own words. No discourtesy is intended by this. Instead, I've focussed on what I think is the significant part here. If there's something I've not mentioned, it isn't because I've ignored it. I haven't. I'm satisfied I don't need to comment on every individual point or argument to be able to reach what I think is the right outcome. Our rules allow me to do this. This simply reflects the informal nature of our service as a free alternative to the courts.

In line with the Payment Services Regulations (PSR) 2017, consumers are generally liable for payments they authorise. Revolut is expected to process authorised payment instructions without undue delay. As an Electronic Money Institution (EMI), they also have long-standing obligations to help protect customers from financial harm from fraud and scams. However, there are many payments made by customers each day and it's not realistic or reasonable to expect an EMI to stop and check every payment instruction. There's a balance to be struck between identifying payments that could potentially be fraudulent, and minimising disruption to legitimate payments.

Having considered the value of the payments Mrs E sent, and the identifiable risk at the time they were made, I'm not convinced they were of a value that ought to have triggered Revolut's automatic payment checking process. None of the payments reached an amount that I think should have concerned Revolut, including those sent across the same day.

Having said that, Revolut did pause payment 3 and asked Mrs E to complete some automated questions. When Mrs E selected that she was being guided making the payment, it took Mrs E into an online chat with one of its advisors to probe further into her response.

Here Mrs E told the advisor that she was converting her money into cryptocurrency to make a purchase. She went on to say that she was comfortable it wasn't a scam, she wasn't being guided, and she works in fraud.

Here I'd expect the questioning to be proportionate to the risk involved. Although Revolut didn't probe further into what Mrs E was purchasing, she had reassured the advisor that she was comfortable with what she was doing, and didn't volunteer any further information in relation to the task-based job she was involved in.

Had Revolut asked more questions, I'm not convinced Mrs E would have given more information, or decided not to make the payment, given how confident she was that she wasn't being scammed. Although Mrs E may well have worked in a fraud role that had no relevance to the scam she was falling for or making payments to, she did use this to reassure the advisor that she was comfortable making the payment.

## Recovery

The only method of recovery Revolut has for the payment made by card is to request a chargeback. However, Mrs E didn't make the initial card payment to the scammer directly, she paid a cryptocurrency exchange. The service provided by the cryptocurrency exchange would have been to convert or facilitate conversion of Mrs E's payments into cryptocurrency. The fact that the cryptocurrency was later transferred elsewhere, to the scammer, doesn't give rise to a valid chargeback claim against the merchant Mrs E paid. Ultimately, the cryptocurrency exchange provided the requested service to her.

So, I don't think I can hold Revolut responsible for Mrs E being unable to recover her funds.

Mrs E feels that Revolut should refund the money she lost due to the scam. I understand that this will have been frustrating for her. But I've thought carefully about everything that has happened, and with all the circumstances of this complaint in mind I don't think Revolut needs to pay Mrs E any compensation. I realise this means Mrs E is out of pocket and I'm sorry she's lost this money. However, for the reasons I've explained, I don't think I can reasonably uphold this complaint.

## My final decision

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs E to accept or reject my decision before 8 July 2025.

Tom Wagstaff  
**Ombudsman**