

The complaint

Mr F and Ms F complain that Revolut Ltd (Revolut) is refusing to refund them the amount Ms F lost as the result of a scam.

Mr F and Ms F are being represented by a third party. To keep things simple, I will refer to Ms F 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, Ms F tells us she received a text message that appeared to be from another bank she had an account with stating fraudulent activity had taken place on her account. Ms F then received a call from a withheld number claiming to be from the same bank.

Ms F says she was asked various security questions and was advised in this call that further fraudulent activity had taken place on her account. Ms F was told that a new safe account would be setup for her, and if she had a different account, she should move her funds to that account temporarily.

Ms F was then advised to move all her funds from the other accounts she held, as they could also be compromised, to her Revolut account, and then to move the funds to what appeared to be a new account that had been setup for her.

Ms F tells us she was guided through the process via remote access software and the payments were made by the scammer.

Ms F has disputed the following payments made from her Revolut account:

Date	Description	Event	Payment Amount
19 January 2023	Transfer in	£10,000	
19 January 2023	Exchanged to BTC	£10,000	
19 January 2023	Exchanged to BTC	0.57636496 BTC	
19 January 2023	Exchanged to GBP	£7,623.35	
19 January 2023	Exchanged to GBP	0.4635935 BTC	
19 January 2023	Skrill		£7,600.00
20 January 2023	Skrill		£7,600.00cr
20 January 2023	Transfer in	£10,000	
20 January 2023	Skrill		£5,000.00
20 January 2023	Binance		£5,000.00
20 January 2023	Binance		£5,000.00
20 January 2023	Transfer in	£10,000	
20 January 2023	Binance		£9,800.00
21 January 2023	Skrill		£5,000.00cr
21 January 2023	Binance	Declined	£9,999.00
21 January 2023	Binance	Declined	£5,000.00

22 January 2023	Nexo		£1,000.00
22 January 2023	Nexo		£1,000.00
22 January 2023	Nexo		£1,000.00
22 January 2023	Nexo		£1,000.00
22 January 2023	Nexo		£1,000.00
22 January 2023	Binance		£5,000.00
22 January 2023	Binance		£5,000.00
22 January 2023	Transfer in	£10,000	
22 January 2023	Nexo		£1,000.00
22 January 2023	Nexo		£1,000.00
22 January 2023	Nexo		£1,000.00
22 January 2023	Nexo		£1,000.00
22 January 2023	Nexo		£1,000.00
22 January 2023	Nexo		£1,000.00
22 January 2023	Nexo		£1,000.00
22 January 2023	Binance		£1,000.00
22 January 2023	Transfer in	£5,000	
22 January 2023	Binance		£5,000.00
23 January 2023	Transfer in	£8,000	
23 January 2023	Binance		£5,000.00
23 January 2023	Transfer in	£1,600	
23 January 2023	Binance		£5,000.00
24 January 2023	Transfer in	£6,000	
24 January 2023	Binance		£5,000.00
24 January 2023	Binance		£1,200.00
24 January 2023	Transfer in	£5,600	
24 January 2023	Binance		£5,000.00
25 January 2023	Transfer in	£5,000	
25 January 2023	Binance		£5,000.00
31 January 2023	Nexo	Reverted	£5,000.00cr
31 January 2023	Nexo	Reverted	£7,000.00cr

Our Investigator considered this complaint and didn't think it should be upheld. Mr F and Ms F 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.

Recovering the disputed payments

The disputed payments were made to legitimate cryptocurrency exchanges, most likely in exchange for cryptocurrency. As it would have taken further steps for these funds to be transferred to the scammer any recovery attempt would have no prospects of success.

Should Revolut have reasonably prevented the disputed payments?

Limited information has been provided by Ms F in relation to the correspondence she had between herself and the scammer. But from the information that is available including evidence that biometrics were used to access Ms F's account from her usual device, I think it is most likely that Ms F was at least aware of the payments being made from her account, and they were being made with her permission, so they will be treated as being authorised.

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 the payments were made. And if it had intervened, would it have been able to prevent the scam taking place.

Ms F made multiple payments to cryptocurrency exchanges from her Revolut account. This type of payment comes with an increased risk that I think Revolut should have recognised and intervened.

Revolut did intervene when payments were made on 19 and 22 January 2023. Ms F was required at that time to provide a reason for the payments she was attempting to make. On both occasions Ms F chose the option "Investment" even though the more accurate option of "transfer to a safe account" was available. Had Ms F chose the correct option she would have been provided with warning screens relevant to the scam she was experiencing. Instead, Ms F was provided with warning screens relevant to the incorrect option that was selected.

In addition to the above Ms F sent funds from other accounts in her name to her Revolut account as part of the scam, when attempting to send one of these payments for the value of £10,000 on 19 January 2023, one of Ms F's other account providers intervened and a call took place. I have listened to a recording of this call.

Ms F was asked what the payment was for. Ms F said, "it's what I want to do", when questioned further she confirmed the payment was for a holiday.

Ms F was then asked if she had received a call from anyone claiming to be from a bank asking her to move money to a new or safe account, advised her how to answer the banks questions, or received any unusual calls.

Ms F answered "no" to all the above questions and was advised that if it did turn out to be a scam Ms F was "highly unlikely" to get her money back. Ms F confirmed she was happy to proceed with the payment.

The answers Ms F gave were incorrect, as according to Ms F she had received a message that appeared to be from her bank and was being asked to move her funds to a safe account.

From the information available I think it's clear Ms F was willing to provide false information so payments could be made in relation to the scam. Although the information provided by Ms F has been limited, I don't have enough to say that Ms F would have been any more honest had Revolut intervened when any of the disputed payments were made from her Revolut account.

Giving incorrect information would have made it extremely difficult for Revolut to uncover the scam that was taking place. So, although I do think Revolut should have intervened further than it did when Ms F made the disputed payments, I don't think it missed an opportunity to prevent the scam, and it is not responsible for Ms F'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 F and Ms F to accept or reject my decision before 18 July 2025.

Terry Woodham
Ombudsman