

The complaint and background

Mr W complains Revolut Ltd won't reimburse money he lost when he fell victim to an investment scam.

Mr W is professionally represented, however, to keep things simple, I'll refer to Mr W throughout my decision.

Mr W paid over £130,000 between February and April 2023, to what he was led to believe was a genuine cryptocurrency investment opportunity. He said he realised he'd been scammed when he asked to withdraw his funds and he was told he had to pay various fees. When he refused to do so, the scammer said his investment account had been frozen.

Our Investigator didn't uphold Mr W's complaint, as although she found Revolut ought to have done more and asked further questions on some of the payments, she wasn't persuaded that would have prevented Mr W's loss. This was because at every stage of the scam, Mr W sought guidance from the scammer on what to do, including being told what amount to send when larger payments had failed. Mr W also sent screenshots to the scammer each time he sent a payment, even though he was sending the same amount each time as directed by the scammer. Because of this she thought Mr W relied heavily on the scammer, followed their instructions throughout and was reassured that warnings (which considered "*strong*") were normal. And so, given the level of coaching, our Investigator wasn't persuaded a better intervention or warning would have prevented the loss.

Mr W asked for the matter to be referred to a decision. He said Revolut should have been aware of the increased risk of financial harm associated with the payments he was making – particularly given the amount he sent for crypto purposes in two months. And that Revolut failed in its duty of care to provide an effective intervention that would have prevented his losses. He also felt that the Investigator had overstated his reliance and dependence on the scammer. And argued that rigorous interventions, whereby Revolut ensured he understood the warnings provided, would've helped him realise the gravity of the situation and led to him breaking free of the scammer's influence. As a result, Mr W felt it would be fair for Revolut to at least share partial liability for his loss.

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 Mr W has been the victim of a scam, and I don't underestimate the impact this has had on him. But while I'm sympathetic to Mr W's circumstances, I must consider whether Revolut is responsible for the loss he has suffered. I know this won't be the outcome Mr W is hoping for, but as I've mentioned in my previous correspondence with his representative, for similar reasons as our Investigator, I don't think they are. And so, I don't think Revolut has acted unfairly by not refunding the payments. I'll explain why.

Before I do, I want to reassure Mr W that I've considered everything he has submitted. And so, while I've summarised this complaint in far less detail than what has been provided, I

want to stress that no discourtesy is intended by this. If there is a submission I've not addressed; it isn't because I have ignored the point. It's simply because my findings focus on what I consider to be the central issue in this complaint – that being whether Revolut is responsible for the loss Mr W has suffered.

Having reviewed all the information provided, I agree with the Investigator's conclusions for the following reasons:

- It isn't in dispute that Mr W authorised the transactions in question. He is therefore presumed liable for the loss in the first instance. However, Revolut is aware, taking longstanding regulatory expectations and requirements into account, and what I consider to be good industry practice at the time, that it should have been on the look-out for the possibility of fraud and made additional checks before processing payments in some circumstances.
- The first payment was not of a value I would have expected Revolut to have been concerned about, even though it was going to a cryptocurrency provider. So, the payment wouldn't have looked suspicious to Revolut.
- Revolut have shown they did provide a transfer review warning on the next payment Mr W attempted, which resulted in him cancelling. He then however made the payment again shortly after. On this occasion, Revolut warned Mr W about the risks associated with the payment. Mr W was also directed to select a payment purpose, and as he selected 'cryptocurrency', he was shown automated tailored warnings for cryptocurrency investment scams. Mr W then had the option to cancel the payment; however, he continued with the payment and shared his experience of making the payment (and the warnings he received) with the scammer.
- I can also see Revolut blocked a payment Mr W attempted on 2 April 2023 and asked him further questions about, which he answered. I do think at this point Revolut could have asked more and better probing questions of Mr W about the payment he was making. I also think other payments, because of their value and destination being to a crypto exchange, also warranted further intervention by Revolut. But even if they had done this, I'm not persuaded it would have prevented his loss.
- I appreciate Mr W has said the Investigator has overstated his reliance and dependence on the scammer. However, having reviewed the scam chats, I have to disagree. To me, it is clear Mr W was under the influence of the scammer and was being heavily coached to make sure the payments were going through. This is evident from the various examples that the Investigator has highlighted in her view, which included:
 - Mr W telling the scammer he would need to pass verification questions before being able to withdraw the funds from his cryptocurrency account, which the scammer responded with the following: *"You can screenshot to me, I will teach you how to answer."*
 - Mr W said to the scammer, last time you guided me on how to transfer from Revolut to cryptocurrency account, and today you advised to do it via bank transfer through Revolut, which way should I do it?
 - The scammer also told Mr W the amounts he should be paying, with the following message: *"You don't want to try a lot, you can try 3 times and £5000 is fine."* Mr W responded with *"You mean moving funds to cryptocurrency"*

provider from Revolut you'd recommend doing in £5k chunks?" which is what Mr W did.

- *Mr W asked the scammer, why it would be such a strong warning against doing a transfer. The scammer reassured Mr W by saying "That's a normal warning, just like transferring money from a bank, there will be such a warning".*
- I'm therefore persuaded that whatever further questions had been asked of Mr W, he would have most likely reverted to the scammer on how to answer them. That's evident given Mr W shared the automated crypto warning message Revolut provided with the scammer. So, I'm satisfied he would have still wanted to go ahead with the payments due to the coaching he was receiving from the scammer.
- Mr W also sought his wife's agreement to provide further funds, when he was concerned, he might potentially lose everything he had invested, which further showed how much he still believed the investment was genuine.
- Mr W was also reassured the investment was legitimate as he had told our service the following: *"I did a lot of research into investing in Crypto, including many YouTube videos which assured me it was a good way of investing with potential for high return on investment. I found many positive references saying the company was a recognised platform for investing in crypto."* And so, because of this, it would've been difficult to convince him otherwise – particularly with the level of influence the scammer had hold of him.
- I'm also not persuaded there were any prospects of Revolut successfully recovering the funds, given the money was used to purchase cryptocurrency from legitimate providers.

While I'm sorry to disappoint Mr W, as I recognise he has lost a huge amount of money to the scam, for the reasons I've mentioned above, I can't fairly say Revolut ought to have prevented his loss. Therefore, I'm not directing them to refund the disputed transactions.

My final decision

For the reasons given 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 W to accept or reject my decision before 19 September 2025.

Israr Ahmed
Ombudsman