

The complaint

Mr S complains Revolut Ltd didn't clearly explain what would happen to funds taken from his account for the RevPoints Spare Change scheme before he agreed to it. Mr S explained he thought this spare change was going into a savings account.

What happened

Mr S said he didn't realise how much money would be taken out of his Revolut current account by the RevPoints Spare Change scheme when he agreed to it. Mr S explained he thought the funds were going to a savings account, not to purchase points. Mr S said Revolut hadn't explained how much would be taken by the round-up option, and he assumed it would only round up to the nearest pound.

As a resolution, Mr S said he wanted the funds he had paid into the scheme back, minus the value of the vouchers he had purchased through the scheme. Mr S explained his complaint was about the lack of transparency with this scheme and that he was out of pocket by approximately £60.

Revolut explained the scheme Mr S signed up rounds up purchases to the nearest pound and these funds are used to buy RevPoints. For example, if Mr S spent £3.47, £4.00 would debit his account, with 53p being used to purchase RevPoints. Revolut explained Mr S activated the Spare Change function through its app on 2 January 2025 and also activated a multiplier of 10. This meant, using the above example, 53p would have been multiplied by 10, and therefore £5.30 would have been deducted from his account.

Revolut explained a total of £119.78 had left Mr S's account as spare change and been converted to RevPoints during the period in question. Revolut confirmed Mr S had used most of the points he had accrued to purchase vouchers and only had £12.18 worth of RevPoints left. Revolut explained these points were non-refundable as per its terms and conditions. However, during an online chat with Mr S, Revolut agreed to refund the £12.18.

Revolut didn't uphold Mr S's complaint but paid £30 compensation as it recognised Mr S thought Revolut hadn't explained the scheme well enough.

Mr S accepted he had used RevPoints to purchase vouchers for two different retailers, with a combined value of £35, but Mr S said he had had over £100 deducted from his account. Mr S maintained he was therefore out of pocket by approximately £60 and wanted this sum refunded.

Our investigator didn't think Revolut needed to take any action. They explained they had followed the customer's journey through the sign-up process from his account and were satisfied Revolut explained sufficiently how the system worked. They set out this process in their recommendation in detail.

Mr S disagreed with our investigator's recommendation explaining Revolut hadn't explained the scheme and didn't advise how much was being taken or that the spare change wasn't going into a savings account as he had thought.

As Mr S rejected our investigator's recommendation, his complaint has been passed to me to make 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 appreciate how strongly Mr S feels about his complaint. Although I may not mention every point raised, I have considered everything but limited my findings to the areas which impact the outcome of the case. No discourtesy is intended by this, it just reflects the informal nature of our service.

Where evidence is incomplete, inconclusive or contradictory, I have to make decisions on the balance of probabilities – that is, what I consider is more likely than not to have happened in light of the available evidence and the wider surrounding circumstances.

In making this final decision, I recognise the RevPoints scheme itself is unlikely a regulated activity and this decision must be limited in its scope to that which is within the remit of this service.

The evidence I have seen suggests Mr S signed up through the app for RevPoints with a spare change multiplier of 10 on 2 January. Mr S first complained to Revolut via its online chat function on 19 January. He said he had '*absolutely no idea*' so much money would leave his account. Mr S said he '*assumed*' Revolut would round up purchase amounts to the nearest pound, and the change would have gone into a savings account.

I don't think it is in dispute Mr S signed up to the Spare Change scheme and did so online without assistance from Revolut. Revolut has provided evidence and links where it explains both the RevPoints scheme and the multiplier option in its final response. I also note our investigator set out in detail the steps Mr S would have taken to sign up to the scheme in their recommendation, so I will not repeat them here.

I have also examined the information provided by Revolut on its website and read through the terms and conditions for the scheme. Having done so I am satisfied Revolut does explain how this scheme works. Revolut explains RevPoints is a loyalty programme, and how points can be earned and spent. It also explains the current price of RevPoints and how they can be redeemed. I have also examined the information Revolut provides regarding its multipliers and spare change, again it explained the process for this and how it works.

For these reasons, I broadly agree with the recommendation of our investigator and am not persuaded the evidence demonstrates to me Revolut has done anything wrong or made a mistake. I am satisfied Revolut has information available which explains what the products Mr S signed up to. It also explains where Mr S's spare change would go and that the multiplier he selected would mean he would pay 10 times the rounded up spare change amount into the RevPoints scheme. The RevPoints scheme is also explained sufficiently as far as it relates to Mr S's bank account.

Secondly, Mr S appears to have undertaken the sign up to the scheme without contacting Revolut to clarify any aspects he was unsure about. I appreciate Mr S has said he is neurodivergent and suggested this may have affected his decision making when signing up to the scheme. I haven't seen any evidence Mr S made Revolut aware of this before this complaint. Furthermore, the evidence shows Mr S had access to the Revolut chat function and could have used this to clarify any issues he was not clear about before signing up to the scheme. I can also see Mr S has used the scheme and purchased two vouchers under

the terms and conditions and Revolut has agreed to refund the remaining balance.

I therefore do not think it would be reasonable or fair to hold Revolut liable for the funds in these circumstances. By offering a refund of the remaining funds and paying £30 compensation, I am satisfied Revolut has been fair and reasonable to Mr S and has done enough to reasonably resolve the issues for him.

I appreciate Mr S will disagree with my decision, but I trust I have explained in sufficient detail why I do not think Revolut needs to take any further action in these circumstances.

Finally, as our investigator explained, it's not in our service's remit to ask Revolut to change its terms and conditions for this scheme.

My final decision

For the reasons I have given, my final decision is I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 31 July 2025.

Gareth Jones
Ombudsman