

The complaint

Ms C complains that Revolut Ltd will not reimburse funds she said she lost to a scam.

What happened

Ms C made two payments totalling £489.87 for the purchase of cryptocurrency. She reported the matter to Revolut but it didn't reimburse the funds she said had been lost.

Our investigator didn't think the complaint should be upheld. He concluded that there was insufficient evidence of a scam. Even so, he said there was no indication that Ms C may have been falling victim to a scam, as such he did not think Revolut was at fault for processing the payments in accordance with Ms C's instructions.

Ms C didn't accept our investigator's opinion, so 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.

Although I accept something may have gone wrong, there is insufficient evidence to persuade me the funds were lost as a result of a scam. Even if I were to be satisfied that Ms C fell victim to a scam, I don't find Revolut liable for the money she lost. I know this will be disappointing, but I'll explain my reasons why.

Taking into consideration the relevant regulatory rules and guidance, codes of practice and good industry practice, Revolut should take steps to identify and where possible prevent sufficiently unusual or uncharacteristic payments to help protect its customers from financial harm resulting from fraud.

Even so, there are many payments made by customers each day, and it is not reasonable to expect the bank to stop and check every payment instruction to try to prevent fraud or financial harm. There's a balance to be struck between the extent it intervenes in payments to protect customers, without unnecessarily disrupting legitimate payment instructions.

Having reviewed Ms C's account activity, I don't find the payments were sufficiently uncharacteristic or unusual for them to have caused Revolut concern. When considered in the context of the vast number of payment instructions Revolut receives, I don't find any of the payments were of significant value to have raised suspicion and to warrant intervention.

Ms C used her debit card to purchase the cryptocurrency and it is not usually possible for a bank or e-money provider to stop a payment instruction once it has been sent. The only means of recovery available to Revolut in such circumstances is through a chargeback claim. Although Ms C said the payments were made as a result of a scam and the funds were ultimately sent to a scammer, Ms C would have received a service from the cryptocurrency platform the payments were made to, that is, the provision of the

cryptocurrency she said she purchased. Therefore I'm not persuaded there were any prospects of Revolut recovering the funds.

I have carefully considered all that's happened here, and I appreciate Ms C is out of pocket, but I don't find there were any failings on Revolut's part, therefore I can't fairly or reasonably hold it responsible for the loss.

My final decision

For the reasons outlined 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 Ms C to accept or reject my decision before 19 November 2025.

Oluwatobi Balogun
Ombudsman