

The complaint

Mr W complains that Revolut Ltd (Revolut) failed to notice that he was transferring large sums of money out of his account for gambling. He thinks it should have done more to safeguard his money while he was suffering from mental illness. As a result, he lost thousands of pounds.

What happened

Mr W opened a Revolut account in July 2022. Soon after opening, as well as everyday spending, Mr W used the account to transfer funds to a crypto currency site, (crypto site) so he can use the funds to gamble. Over the following months, he often transferred to the crypto site for this purpose. In March of 2023, he transferred over £17,000 in total, across the course of the month, the highest amount to have been transferred.

In November 2024, Mr W complained to Revolut. He said it had failed in its duty of care as it hadn't addressed his high level of spending to the crypto site over the previous few years. He said Revolut should have contacted him to establish if he needed any support or advice regarding his spending, as it had been out of control due to a mental health condition. He said it should have stepped in to prevent the loss that occurred as a result.

Revolut didn't think it had done anything wrong, so didn't uphold his complaint. Unhappy with its response, Mr W brought his complaint to us. He said he wanted Revolut to refund some of the transactions. One of our investigators reviewed his concerns, while she sympathised with his situation, she didn't think that Revolut was responsible for his past gambling losses. Mr W didn't agree, so asked for an ombudsman to review his concerns. The complaint was therefore passed to me.

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 have come to the same overall conclusion as the investigator, for broadly the same reasons.

Mr W has raised a number of points and although I may not mention every point raised, I've considered everything he has said 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.

Most banks do not manually review customer accounts. It uses an automated detection system that analyses customer transactions against typical spending patterns and financial activity. Having reviewed Mr W's statements, I can see that Mr W had been using his account to transfer funds to the crypto currency site regularly, since shortly after his account had been opened. Therefore, I don't think the transactions would have flagged up on revolut's system as being unusual or suspicious.

I can see that March 2023 transfers were, over the course of the month, much higher than other months. However, the individual spending on any particular day was in line with transfers to the site on previous occasions, so again, I don't think this would be something that would flag up on its system. The transactions were also authorised each time a payment was requested, so it is unlikely Revolut would feel the need to investigate any further.

The system relies on merchant codes when analysing patterns of payment. But as Mr W was transferring the payments to a crypto site, rather than a gambling site, it's unlikely that Revolut would recognise the transactions as gambling, even if it was able to manually review his spending. So, I don't think that Revolut could have been expected to recognise that Mr W was having problems with gambling.

Mr W hadn't reached out to Revolut to tell it he had an issue with gambling or to inform it of a mental health concern until months after the transactions had taken place. Had he done so earlier, it could have informed him of the support available, such as blocking certain payments or merchants. Despite some recognisable gambling transactions, it wasn't apparent that Mr W had any financial or mental concerns at the time. His account was in credit and he would transfer funds in when needed to ensure he could make the transactions if required.

I can see that in October 2024, Revolut offered Mr W blocks on his account after it had been made aware of a gambling concern. I can see from the contact notes that Mr W turned this down. Following this, Mr W did make some further gambling transactions. I think that, even if Revolut had made contact with him to discuss his spending habits at the time of the transactions, it is unlikely that Mr W would have done anything differently.

In conclusion, having reviewed everything fully, while I can see that Mr W was transferring a lot of money from his account to the crypto site, I can't say that Revolut made any errors or contributed to any losses he had as a result. I know this will be disappointing for Mr W but it wouldn't be fair or reasonable for me to ask Revolut to refund the transactions for the reasons above.

My final decision

I do not 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 20 August 2025.

Sarah Green
Ombudsman