DRN-5687237

The complaint

Mr H complains that Revolut Ltd's ("Revolut") AI Chat Assistant provided incorrect information regarding its currency conversion mechanism which resulted in a payment being made from his GBP balance instead of using his USD balance first.

What happened

Mr H wished to make a purchase using the USD balance held in his Revolut wallet. Mr H consulted with Revolut's AI Chat Assistant on 15 April 2025 about this and was informed that if his USD balance was insufficient to cover the purchase the remaining amount would be converted from his GBP balance at the prevailing exchange rate. And so based on this information Mr H went ahead and made the purchase valued at 30.32 GBP (39.95 USD).

Unfortunately, this information was incorrect and on noticing his USD balance remained the same Mr H consulted one of Revolut's live agents who informed him that funds were not taken from more than one currency balance at a time and so if there wasn't a single currency wallet with sufficient funds the transaction would be declined. The agent confirmed that as Mr H's USD wallet held insufficient funds to make the purchase the money was taken from Mr H's GBP wallet.

Mr H complained to Revolut about this. Revolut agreed Mr H had been given the wrong information by its AI Chat Assistant and provided Mr H with information about how it determines the currency a customer is charged in and confirmed the correct procedure had been followed in regard to the currency spending order. Revolut apologised for the inconvenience and by way of compensation upgraded Mr H's account to a Premium subscription for three months (valued at £23.97) free of charge.

Mr H was dissatisfied with this and so brought his complaint to this service. Mr H wants the payment refunded and to be compensated £75.

One of our investigator's looked into Mr H's concerns but thought that the remedial action Revolut had taken was fair given it was a one-off mistake and didn't think Revolut needed to do anything more.

Mr H disagreed and doesn't believe the financial loss and inconvenience has been properly acknowledged. Mr H says if he had known the deduction would come from his GBP balance he would've used his credit card which comes with certain protections and as a result he has to top up his GBP balance. Mr H has asked for an ombudsman's decision on the matter.

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.

It might help if I explain here my role rather is to look at problems that Mr H has experienced and see if Revolut has done anything wrong or treated him unfairly. If it has, I'd seek to put Mr H back in the position he would've been in if the mistakes hadn't happened. And I may award compensation that I think is fair and reasonable.

In this case it’s not in dispute that something went wrong and Revolut’s AI Chat Assistant provided Mr H with incorrect information regarding what currency wallet would be used to make his purchase. So what I need to decide is whether what Revolut has done to put this right for Mr H is a fair and reasonable way to settle Mr H’s complaint. And I think it is.

Although I accept Mr H has been inconvenienced by Revolut’s error, I’m not persuaded that the impact this had on him warrants an uplift on the compensatory subscription Revolut has already provided. Things don’t always go smoothly, mistakes happen and as Mr H was still able make his purchase and Revolut has acknowledged its error, apologised and explained how the order of currency is determined I think this is enough - our role isn’t to punish or penalise the businesses we cover.

Mr H says had he known the deduction would come from his pound balance he would’ve used his credit card and as a result he’s lost out on certain protections this form of payment provides. But I’m not persuaded this would’ve happened. I think Mr H wanted to use the USD held in his Revolut wallet to make the purchase as that was what his enquiry was about. And so I think if he was given the correct information Mr H - as well as using his credit card to make the purchase - he could’ve chosen to top up his USD balance to cover the total cost of this or gone ahead anyway accepting that the payment would be made from his GBP balance.

So I can’t say that Mr H has lost out financially as a direct result of Revolut’s error. And in any case the amounts are so small I’m don’t think compensation is warranted on top of what Revolut has already provided.

And so on this basis I think the apology and subscription upgrade Revolut gave to Mr H to resolve his complaint is fair and I’m not going to ask Revolut do anything more.

My final decision

For the reasons I’ve explained, I think what Revolut Ltd has already done to settle Mr H’s complaint is fair and I’m not going to ask it do anything more.

Under the rules of the Financial Ombudsman Service, I’m required to ask Mr H to accept or reject my decision before 10 September 2025.

Caroline Davies
Ombudsman