

The complaint

Ms K complains that Revolut Ltd did not reimburse the funds she lost to a scam.

What happened

Ms K was contacted via a messaging app about a job opportunity. It would require her to work remotely from her phone, and she had to complete a set number of tasks a day. However, she was told she had to pay some up front costs, and then had to pay in cryptocurrency for special 'merge' tasks to clear negative balance on her work account. Unfortunately, this turned out to be a scam. Ms K made the following payments from her Revolut account:

Date	Amount	Payment type
31/05/2023	£100.00	faster payment
31/05/2023	£100.00	faster payment
03/06/2023	£15.00	card payment
04/01/2024	£1,000.00	conversion to crypto
04/01/2024	£1,001.24	conversion to crypto
04/01/2024	£2,525.94	credit of crypto
04/01/2024	£2,953.73	faster payment
05/01/2024	£300.00	card payment
30/01/2024	£50.00	declined
30/01/2024	£202.36	card payment
31/01/2024	£400.00	declined
31/01/2024	£400.00	declined
02/02/2024	£670.00	faster payment
02/02/2024	£670.00	faster payment
02/02/2024	£202.00	faster payment
02/02/2024	£202.00	faster payment
02/02/2024	£196.95	faster payment
05/02/2024	£202.00	faster payment
05/02/2024	£202.00	faster payment
05/02/2024	£202.00	faster payment
05/02/2024	£202.00	faster payment
05/02/2024	£202.00	faster payment
05/02/2024	£80.86	faster payment
10/03/2024	£10.00	faster payment

Ms K made a scam claim to Revolut in September 2024, via a representative, however Revolut explained they needed more information to fully assess the complaint. In the meantime, the complaint was referred to our service and our Investigator looked into it. They felt the payment of £2,953.73 on 4 January 2024 should have been flagged for additional checks, as it was a higher value payment. However, they could see the £300 payment made the following day was referred for checks, and they felt Revolut applied a reasonable level of intervention and gave relevant warnings based on what Ms K told them. So, they did not

think Revolut needed to do more in the circumstances to reveal the scam, and they did not recommend reimbursement be paid to Ms K.

Ms K's representative did not agree with the findings. They said that all of the questions Revolut asked Ms K when they intervened in the £300 related to the cryptocurrency merchant and they didn't do enough to find the true purpose of the payments.

As an informal agreement could not be reached 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.

In deciding what's fair and reasonable in all the circumstances of a complaint, I'm required to take into account relevant: law and regulations; regulators' rules, guidance and standards; codes of practice; and, where appropriate, what I consider to be good industry practice at the time.

Broadly speaking, the starting position in law is that an account provider is expected to process payments and withdrawals that a customer authorises it to make, in accordance with the terms and conditions of the account. And a customer will then be responsible for the transactions that they have authorised.

It's not in dispute here that Ms K authorised the payments in question as she believed they were part of a legitimate job opportunity. So, while I recognise that she didn't intend the money to go to scammers, the starting position in law is that Revolut was obliged to follow Ms K's instruction and process the payments. Because of this, she is not automatically entitled to a refund.

The regulatory landscape, along with good industry practice, also sets out a requirement for account providers to protect their customers from fraud and financial harm. And this includes monitoring accounts to look out for activity that might suggest a customer was at risk of financial harm, intervening in unusual or out of character transactions and trying to prevent customers falling victims to scams. So, I've also thought about whether Revolut did enough to try to keep Ms K's account safe.

In doing so, I have reviewed Ms K's account statements with Revolut. I can see that in the year prior to the scam occurring, Ms K was actively using cryptocurrency merchants, and there was a particularly high value payment of over £10,000 in March 2022. However, there had been no transactions relating to cryptocurrency for over six months before the scam occurred, so I agree that Revolut should reasonably have at least provided a written warning for the payment of £2,953.73.

I can see that Revolut did intervene in a later payment of £300, and they followed the process I would have expected when they asked Ms K a series of automated questions to better understand the purpose of the payment. I can see Ms K said no one was helping her answer the questions, that she was moving the funds to her other account and this was to earn interest on a savings account. Had Ms K selected 'something else' here, there would have been a question asking if the payment was being made in relation to a job. While I don't think the payment purpose she selected of earning interest on a savings account was accurate, I can understand why she may have felt this was the best option to select with no other evidence for me to consider.

Following on from this, Revolut still had concerns and referred Ms K to the in-app chat to discuss the payment further. In this, they asked Ms K for more details about the purpose of

the transfer. Ms K said she was purchasing a small amount of Bitcoin as she understood it was due to increase in value. She explained she knew the risks but was only spending what she knew she could afford. They asked some additional questions about how she had logged into her Revolut account, and the answers she had given to her automated questions. Ms K assured Revolut no one was guiding her to make the transaction, that she knew she could make losses but the rewards were more than she could earn in interest in a regular bank account. She also confirmed she had been using her cryptocurrency account since May 2023 and had been able to deposit and withdraw easily.

On balance, while I do think it is possible Revolut could have asked some more probing questions about the supposed investment and Ms K's knowledge of cryptocurrency, I think it is unlikely this would have led to the scam being revealed. Ms K's answers suggest she did not want them to know the payments were related to a job, and instead she suggested that she was just investing in cryptocurrency and that she had been doing so for some time. I therefore think it is unlikely that further questions from Revolut would have led to Ms K revealing the payments were for a job, so I do not think they could have provided a relevant and tailored warning to fit her circumstances. It follows that I do not think Revolut missed an opportunity to meaningfully reveal the scam.

I understand that this will be very disappointing for Ms K, and I recognise that she has been the victim of a cruel and manipulative scam. But I do not consider that it would be fair to hold Revolut responsible for her loss, so I won't be asking it to refund any of that loss to her.

My final decision

I do not uphold Ms K's complaint against Revolut Ltd.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms K to accept or reject my decision before 31 October 2025.

Rebecca Norris
Ombudsman