

The complaint

Miss F complains that Revolut Ltd won't reimburse her money she lost to a scam.

What happened

In December 2024 Miss F fell victim to an employment scam, which involved completing tasks to earn commission. To fund the tasks, Miss F sent money from her high street bank B to her account with Revolut. She then made three card payments totalling £1,040 from Revolut to a cryptocurrency platform (£400 on 2 December 2024; £638 and £2 on 5 December 2024). She then transferred crypto to a wallet address given to her by the scammer.

The scammer asked Miss F to pay a further £548 to clear a 'negative balance' before she could earn commission. At this point she thought she'd been scammed and she reported this to Revolut two days after her last payment to the scammer.

Revolut said Miss F had authorised the payments to the cryptocurrency provider and it had made the payments as she'd instructed. It said there weren't any grounds to recover her money through the card chargeback scheme.

Unhappy with the outcome, Miss F brought her complaint to this Service. Our Investigator didn't uphold the complaint. He didn't think any of the payments looked suspicious such that Revolut ought to have made additional checks before processing any of them. And, even if it had intervened, he wasn't persuaded this would have prevented her loss.

Miss F asked for an Ombudsman's decision. She said Revolut could control the cryptocurrency account to which she sent the money. She referred to a section of Revolut's account terms and conditions which she thought supported this and she said it should have done more to recover her money.

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 isn't in dispute that Miss F authorised the disputed payments. She is therefore presumed liable for the loss in the first instance. However, Revolut is aware, taking into account longstanding regulatory expectations and requirements, and what I consider to be good industry practice at the time, that it should have been on the look-out for the possibility of fraud and made additional checks before processing payments in some circumstances.

I've reviewed Miss F's account and the payments she made to the scammer. Having considered when the payments were made, their value and who they were made to, I'm not persuaded Revolut ought to have found any of the payments suspicious, such that it ought to have made enquiries of Miss F before processing them. I accept the payments were made to a cryptocurrency provider, but as our Investigator explained that doesn't mean the payments should automatically be treated as suspicious, particularly where there are no other

concerning factors about the payments and there weren't any here.

Even if Revolut had asked Miss F questions about the payments (and I don't think it ought to have done so) I'm not persuaded it's likely this would have prevented her loss. I say this because Miss F didn't respond accurately to questions her high street bank B asked her about her payments to Revolut. Also the cryptocurrency scam warning B gave her didn't resonate with Miss F. So I don't think it's likely any questions asked by Revolut would have uncovered the scam.

Miss F thinks Revolut should have done more to recover the money from the cryptocurrency provider. She has referred us to Revolut's account terms and conditions 'section 8: How is my money protected?' In particular: *'We keep safeguarding your money until you pay it out. This happens when you spend or withdraw it using your Revolut card, send it to another bank account or Revolut user, or spend it in any other way.'*

So Revolut said it would safeguard Miss F's money until she paid it out. When she used her Revolut card to make the payments to the cryptocurrency provider she paid it out. After this, Revolut did not have any control over the cryptocurrency provider's account to which she sent the money. I don't think section 8 of Revolut's terms and conditions assist Miss F with her complaint.

Revolut correctly considered whether it could attempt to recover Miss F's card payments using the chargeback scheme. But she had authorised the payments and the money had been used to purchase cryptocurrency. So I'm satisfied Revolut correctly said that a successful chargeback was not possible here.

I am sorry that Miss F has been the victim of a cruel scam. But I don't find there were any failings on Revolut's part that would mean I could fairly uphold this complaint.

My final decision

For the reasons I've given, my final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss F to accept or reject my decision before 8 September 2025.

Amanda Maycock
Ombudsman