

## **The complaint**

Mr C is unhappy that Revolut Ltd won't reimburse money he lost to a scam.

The details of this complaint are well known to both parties, so I won't repeat everything again here. Instead, I'll focus on giving the key reasons for my decision. This is not a discourtesy to Mr C or Revolut – it simply reflects the informal nature of our service.

## **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.

I'm aware that I've summarised this complaint briefly, in less detail than has been provided, and in my own words. No discourtesy is intended by this. Instead, I've focussed on what I think is the heart of the matter here. If there's something I have not mentioned, it isn't because I have ignored it. I haven't. I'm satisfied that I don't need to comment on every individual point or argument to be able to reach what I think is the right outcome. Our rules allow me to do this. This simply reflects the informal nature of our service as a free alternative to the courts.

I agree with the conclusions reached by the Investigator for the following reasons:

- Mr C authorised the transactions from his Revolut account and the starting position is that firms ought to follow the instructions given by their customers in order for legitimate payments to be made as instructed.
- However, I've considered whether Revolut should have done more to prevent Mr C from falling victim to the scam, as there are some situations in which a firm should reasonably have had a closer look at the circumstances surrounding a particular transfer. For example, if it was particularly out of character.
- I can see that Revolut did intervene prior to processing some of Mr C's payments and provided him with advice and warnings to try and protect him from being scammed. Revolut then showed him a series of warnings, including highlighting that this could be a scam and that if he'd been told to ignore the warnings given, then it was a scam. It also asked if anyone was telling him what to say and the reasons for the payment. Mr C chose 'paying a family member' as a reason for some of the payments, rather than 'investment'. Mr C has since confirmed that he was in fact being coached by a scammer and told what to say. The scam chats provided also show Mr C following the instructions of the scammer.
- When Mr C made some of his larger payments, such as one payment for £3,000, Revolut could have intervened again and provided further warnings. But I'm not persuaded that additional warnings, had they been given, would have made a difference to Mr C's decision to go ahead with the payments. It's clear that Mr C trusted what he was being told by the scammers about the investment and that he was willing to provide inaccurate information in order to get the payments processed.

I think Mr C was sadly very much under the spell of the scammers, likely because of the returns he was promised and the level of trust he had in the scammer. On balance, I believe that Mr C would have answered the questions in a way which allowed the payments to go through, as he had already done. In those circumstances I don't think it would be fair to ask Revolut to refund Mr C's disputed payments.

- I also don't think there was anything more Revolut could have done to recover the money either. The payments were converted into cryptocurrency and sent to the scammer. Therefore, I don't think there was any realistic possibility of recovery.
- Mr C did raise some concerns around Revolut closing his account. A business can choose to close a customer account if they wish to do so in line with the terms of the account. Mr C wasn't using this account much before the scam, and although he would have found this inconvenient, I don't think Revolut acted unfairly by making this decision.

I appreciate this will likely come as a disappointment to Mr C, particularly in light of the information he has shared about his family circumstances, however, for the reasons provided above, I do not consider it would be fair and reasonable to ask Revolut to do anything further.

### **My final decision**

My final decision is that I'm not upholding Mr C's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 5 March 2026.

Aleya Khanom  
**Ombudsman**