

## The complaint

Mr T complains that Revolut Ltd didn't do enough to prevent him losing money to a scam.

Mr T has used a representative to bring his complaint. But, for ease of reading, I'll mostly just refer to Mr T himself where I also mean his representative.

## What happened

The detailed background to this complaint is well known to both parties. So, I'll only provide an overview of some of the key events here. In January 2024, Mr T was sadly the victim of an investment scam. He says he found an opportunity on social media which was endorsed by celebrities. He says he enquired and was called back and talked through what to do.

He says this involved downloading software which allowed the sharing of his screen / device. His investment was due to make him a 20% return. He says the scammers took out loans in his name, and these too ended up being sent on as a result of the scam in addition to a significant amount of his savings.

As a result of the scam, Mr H made the below payments from his Revolut account after which he was able to see his funds on the scammers 'platform' where he could see his investment progressing.

Date	Payment	Amount
16 January 2024	Transfer to D Ltd	£25,000
22 January 2024	Transfer to B Ltd	£10,000
23 January 2024	Transfer to B Ltd	£8,000
25 January 2024	Transfer to B Ltd	£21,216
26 January 2024	Transfer to B Ltd	£8,900
28 January 2024	Transfer to B Ltd	£8,000
29 January 2024	Transfer to B Ltd	£20,000
30 January 2024	Transfer to B Ltd	£15,000
30 January 2024	Transfer to B Ltd	£10,000

When Mr T realised he'd been scammed he reported this to Revolut. Revolut declined to provide a refund. Mr T complained and when Revolut maintained their position he referred his complaint to our service. It was considered by one of our Investigators who didn't recommend it should be upheld. In summary he didn't think Revolut could fairly be said to be responsible for the loss. Mr T disagrees and has asked for an Ombudsman to review his complaint.

## 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've reached the same overall outcome as our Investigator and for similar reasons. I know this will be disappointing for Mr T, so I'll explain why.

I'm also aware of Mr T's linked complaints about his own bank 'H' and a recipient bank. But this decision can only deal with the actions of Revolut.

Mr T doesn't dispute making the payments relevant to this scam (albeit he was tricked into doing so). So, the starting point is that he will usually be liable for payments he's made himself. And whilst Revolut should follow the instructions provided by their customers like Mr T, they should also be alert to the possibility of fraud, scams and the misappropriation of funds and do what they reasonably can to protect their customers from the same.

In this case, Revolut intervened in numerous payments to varying degrees. I agree it was appropriate for them to do so. The above account activity was unusual compared to how Mr T had previously operated his account and Revolut were right to be concerned he might be at risk of financial harm.

Revolut asked Mr T about the reasons for his payments including 'forcing' him into chats with their agents to do so. These included insisting that he take a selfie to verify it was him they were communicating with. Mr T gave a variety of reasons for his payments. D Ltd is listed on companies house as being involved in the IT industry and Mr T told Revolut his payment to them was for the purchase of computer equipment. B Ltd is listed as being in the freight business. Mr T told Revolut that he was paying them to ship a large volume of goods internationally for him. He also provided an invoice appearing to come from that company for a value of £21,000 for 'Household goods shipping'.

Beyond this, Revolut also questioned an incoming payment to Mr T's account for 25,000 Euros. Mr T said that this was an old friend who he had loaned the money to around ten years earlier. He said he couldn't share any messages about it as they'd met in person and he shared a document which appears to be from the sender's bank in relation to the payment in question.

Clearly, Mr T's position is now that he wasn't paying to send items internationally nor to buy computer equipment. He also says he has no recollection of the lending that was paid into his account and that he doesn't actually know the sender. He also can't remember how he came to be in possession of the documents he submitted to Revolut.

Mr T has raised some valid points about how reasonable it was for Revolut to accept that an older gentlemen such as himself would spend £25,000 on computer equipment without seeking further clarity from him. And also that around £100,000 would be used for international shipping of goods etc. He questions how plausible this is and thinks Revolut should've done more.

Mr T has at various times said he wasn't being coached, and I have sympathy with his difficulty in remembering specific details due to the passage of time. But I think it's more likely than not that Mr T was significantly coached by the scammers as to what to say and into providing the documents he did. I find it implausible that he would've answered as he did and have provided the documents he did unless he was being directed to do so. And if Mr T had somehow 'handed off' the online chat to the scammer after providing photos of himself, then Revolut were in effect chatting to a scammer and nothing they said would've made a difference. Revolut say that all the payment instructions came from a trusted device (Mr T's phone) and that payments can't be instructed from a web browser. Further to this Mr T's own letter of complaint includes that it was him who made the payments in question, so I don't think this is a case of unauthorised payments.

To fairly uphold this complaint, it isn't enough just for Revolut to have failed in some way. Ultimately, to be able to make an award, I'd need to be persuaded that but for a failure, the scam would've come to light and or Mr T's payments would've been stopped. But here the weight of the evidence is such that I think he would've carried on with his payments irrespective of any actions taken by Revolut. Mr T describes that the scam came to light when he 'grew suspicious and contacted the police'. So there wasn't any particular intervention that caused his realisation and I don't think Revolut reasonably could've accelerated his awareness. Even if they'd not been persuaded by his explanations and evidence and had gone so far as closing his account, I think it's more likely than not that Mr T would've been directed by the scammers to continue his payments in other ways. In short, I think it's more likely than not that Mr T was co-operating with the scammers and that he was so influenced that he would've continued in any case.

I've also looked at the statements that our service has for the recipient account for B Ltd (which are on file due to a linked complaint about the receiving bank). These show that Mr T's money was all spent / transferred long before he informed Revolut of the problem which was in November 2024. I can also see that Revolut made efforts to contact the bank that provided D Ltd's account and was also told that no funds remained. Given what happened on the other account controlled by the scammers and the fact that Mr T didn't alert Revolut to the problem for around 10 months, I don't think anything Revolut did or didn't do impacted whether anything could be recovered.

I'm of course sorry to hear that Mr T has been the victim of a cruel scam. But despite my natural sympathy for him as a victim of crime, my role requires that I remain impartial. And because I don't think Revolut can fairly be said to be responsible for his loss, there isn't a reasonable basis upon which I can require them to do more to resolve this complaint.

### **My final decision**

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr T to accept or reject my decision before 25 November 2025.

Richard Annandale  
**Ombudsman**