

The complaint

Mr W complains that Revolut Ltd won't refund the full amount of money he lost to a scam.

What happened

Mr W complains Revolut won't reimburse several payments that made to what he thought was a legitimate investment. When Mr W realised he had been scammed, he logged a complaint with Revolut.

Revolut looked into the complaint but didn't uphold it. So, Mr W brought his complaint to our 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.

Mr W didn't agree with the investigator's view, so the complaint has been passed to me to decide.

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 very 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 significant part here. If there's something I've not mentioned, it isn't because I've ignored it. I haven't. I'm satisfied 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.

Where the evidence is incomplete, inconclusive, or contradictory, I must make my decision on the balance of probabilities – that is, what I consider is more likely than not to have happened in the light of the available evidence and the wider surrounding circumstances.

In line with the Payment Services Regulations (PSR) 2017, consumers are generally liable for payments they authorise. Revolut is expected to process authorised payment instructions without undue delay. As an Electronic Money Institute, it also has long-standing obligations to help protect customers from financial harm from fraud and scams.

I have reviewed Mr W's account and the payments he made to the scam. Having considered when they 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 enquires of Mr W before processing them.

Mr W's representative has said that he was vulnerable as he wasn't an experienced investor. I've thought about this point carefully, but it doesn't change the outcome I've reached. Mr W

hadn't let the business know of any additional support he required. As the payments didn't require human intervention, Revolut didn't speak to Mr W and wouldn't have had access to this information until after the scam.

I'm also not convinced Mr W transferring fiat currency into cryptocurrency ought to have put Revolut on notice that he was vulnerable, as Mr W's representative has suggested.

I'm also satisfied that Revolut didn't make any errors in the attempted recovery of the money. The money was sent to wallets in Mr W's name before being moved on the scam. So, no recovery would be possible.

Whilst Mr W may have been the victim of a scam, I don't find there were any failings on Revolut's part that would lead me to uphold this complaint.

My final decision

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 W to accept or reject my decision before 11 November 2025.

Tom Wagstaff
Ombudsman