

The complaint

Mr A complains that Revolut Ltd (Revolut) is refusing to refund him the amount he lost as the result of a scam.

Mr A is being represented by a third party. To keep things simple, I will refer to Mr A throughout my decision.

What happened

The background of this complaint is well known to all parties, so I won't repeat what happened in detail.

In summary, Mr A initially told us that he was introduced to an investment by a friend but has since said that he found an advertisement for an investment opportunity online, that appeared to be endorsed by a well-known celebrity, with a company I will call "X".

Mr A used X's investment platform. Mr A initially made small payments from which he could see he was making a return.

X then contacted Mr A and pressured him to invest more. Mr A was convinced to take out a loan to fund the investment on the promise it would be returned with him including a profit within 14 days.

Mr A contacted X when the 14 days were up to withdraw his funds and was told by X that it had sent him £46,000, but the funds had not arrived. X explained Mr A's account had been flagged and that Mr A would need to make further payments to unblock his funds.

Mr A made further payments and each time X requested more until eventually Mr A realised he had fallen victim to a scam.

Mr A has disputed the following payments made from his Revolut account:

Payment	Date	Payee	Payment Method	Amount
1	24 October 2023	Tom Pay Ltd	Transfer	£15,000

Our investigator considered Mr A's complaint and didn't think it should be upheld. Mr A disagreed so this 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.

It has not been disputed that Mr A has fallen victim to a cruel scam. The evidence provided by both Mr A and Revolut sets out what happened. What is in dispute is whether Revolut should refund the money Mr A lost due to the scam.

Recovering the payment Mr A made

Mr A made the disputed payment via transfer. However, the payment wasn't made to the scammer directly, instead the payment was made to another account within Mr A's control, and it took further steps for the funds to end up in the hands of the scammer.

If any funds did remain in the payee account, they would remain within Mr A's control and not require recovery. In any event Mr A has told us the funds were subsequently lost to the scam. So, I don't think Revolut had any reasonable options available to it to seek recovery of the payment Mr A has disputed.

Should Revolut have reasonably prevented the payment Mr A made?

It has been accepted that Mr A authorised the payment that was made from his account with Revolut, albeit on X's instruction. So, the starting point here is that Mr A is responsible.

However, banks and other Payment Services Providers (PSPs) do have a duty to protect against the risk of financial loss due to fraud and/or to undertake due diligence on large transactions to guard against money laundering.

The question here is whether Revolut should have been aware of the scam and intervened when the payment was being made. And if it had intervened, would it have been able to prevent the scam taking place.

When Mr A attempted the disputed payment Revolut did intervene and Mr A was presented with a series of different screens. Revolut explained:

"Something doesn't look right – Your transaction has been flagged by our system as a potential scam. To continue, we need to ask you some questions"

Revolut then warned Mr A about the importance of answering its questions truthfully and that it might not be able to recover his funds if the payment turned out to be a scam.

Mr A was asked why he was making the payment and he answered *"transfer to my other account"* although the more accurate option of *"as part of an investment"* was available.

Mr A was then asked what kind of account he was paying into and selected *"checking or savings account"*, again an alternative option was available *"investment, trading or pension account"*

Mr A was then provided with multiple warning screens relevant to the answers he had provided.

Considering the value of the payment Mr A has disputed I think Revolut should have intervened further than it did. It could have done this for example by directing Mr A to its in-app chat facility to ask the background to the payment and then provide relevant warnings based on the information provided. But I don't think this would have made a difference I will explain why.

Mr A also made payments in relation to this scam from another account he held with another provider. Mr A did not give accurate answers when opening that account, or when making payments from it

So, I think its clear from the information available that Mr A was providing inaccurate information when making payments in relation to the scam which would have made it difficult

for the scam to be uncovered.

Mr A had also fallen victim to a similar scam a short time before this one took place. The other scam had similar attributes including the use of a broker and professional platform, most trades returning a profit, and needing to make further payments to release funds.

As Mr A had previously fallen victim to another similar scam, I think this should have been fresh in his mind and more of a deterrent than any further warnings Revolut could have provided him. Even with Mr A's previous experience he still gave incorrect information to his account providers and continued to make the disputed payment.

I think it's unlikely that Mr A would have taken notice of any further warnings Revolut could have provided, and he would have continued with the disputed payment. So, Revolut is not responsible for Mr A's loss.

My final decision

I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 15 January 2026.

Terry Woodham
Ombudsman