

## **The complaint**

Mr T has complained Revolut Ltd won't refund funds which he says were lost as part of a banking error/scam.

## **What happened**

The background to this complaint is well known to both parties, so I won't repeat it in detail here. In summary, Mr T says following a request for his funds to be sent to a specific account, Revolut paid them to another account in his name instead. However, although he received the funds safely they were then taken from this other account by a scammer. He says he has lost over £30,000 because of Revolut's error in transferring the funds to the incorrect account. He believes Revolut should be held accountable because but for its actions the scammer would not have accessed his funds.

Revolut didn't reimburse Mr T's lost funds and so he referred his complaint to us. Our Investigator looked into things but didn't recommend the complaint be upheld. She wasn't persuaded, on balance, that Revolut ought to be held liable when the funds were safely received into his other account and the loss that subsequently occurred was not due to Revolut's actions. Mr T disagreed and requested a decision.

As our Investigator couldn't resolve the matter informally, the case has been passed to me for a final decision.

## **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've not mentioned, it isn't because I've ignored it. 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.

Having carefully considered what has occurred I agree with our Investigator. I am sorry to hear Mr T has been a victim of a scam and lost a substantial amount of money – but I cannot fairly say Revolut ought to be held liable when the loss occurred at another financial institution. Nor do I find that Revolut could have reasonably foreseen that a scammer would gain access to Mr T's other account.

It appears Revolut sent Mr T's funds to another of his accounts because these details were already saved on its system. Although I appreciate Mr T expected them to arrive in a different account, I've noted within the in-app chat Mr T confirmed safe receipt of the funds. At this stage had he wanted the funds to be within his other account he could then have transferred them. It is very unfortunate these funds were instead taken by a scammer, but at

the point it occurred they were no longer within Revolut's control and I do not think it would be fair to hold Revolut responsible for the alleged failing of another financial institution.

Consequently, although the transfer that occurred was not as Mr T expected, the loss is too remote from Revolut's actions to hold it liable. Therefore, it would not be reasonable for me to say Revolut ought to compensate him, even in part, for what unfortunately occurred to his funds from his other account.

I also do not think there were any additional actions Revolut could have taken following Mr T making it aware of what had occurred. Revolut could only have attempted to recover his lost funds from where they were originally sent, not the scammer directly.

### **My final decision**

My final decision is I do not uphold this complaint against Revolut Ltd.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr T to accept or reject my decision before 16 May 2026.

Lawrence Keath  
**Ombudsman**