

## **The complaint**

Ms A complains that Revolut Ltd has declined to reimburse payments she made as part of a job scam.

## **What happened**

Ms A was contacted on WhatsApp about a job opportunity - as part of this she purchased crypto currency and sent this on. When she realised it was a scam, she reported this to Revolut.

Revolut declined to reimburse Ms A and said it couldn't reverse or recover the transactions.

When Ms A referred her complaint to our service, the investigator didn't uphold it. They said our service could only consider the services related to her e-money account and not the cryptocurrency withdrawals. The investigator also didn't think Revolut ought to have done more to prevent Ms A's loss in the circumstances.

Ms A didn't agree, she said she thought it was a genuine opportunity and felt pressured to make the payments by the scammer.

As an agreement couldn't be reached the matter has been passed to me for consideration by an ombudsman.

## **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 conclusion as the investigator for similar reasons.

I'm sorry that Ms A has been the victim of a cruel scam and for the impact this had on her. It isn't in dispute that Ms A gave the instructions to Revolut or that she received the cryptocurrency she purchased before withdrawing it. Rather, she's saying that she did so as part of a scam and has suffered a loss because she sent the cryptocurrency to a third party.

There's a question over the extent of our jurisdiction in these matters – cryptocurrency services aren't activities we can consider, and there is limited regulatory oversight of those processes. So, the cryptocurrency withdrawals don't fall within our remit. If the purchases of cryptocurrency Ms A made using her Revolut e-money account do amount to transactions we can consider, then the starting position in law is that an Electronic Money Institution such as Revolut is expected to process payments that a customer authorises it to make.

Having taken into account longstanding regulatory expectations and requirements, and what I consider to be good industry practice, Revolut ought to have been on the look-out for the possibility of fraud and made additional checks before processing payments in some circumstances.

I have reviewed Ms A's account statements and the disputed activity. Having considered

when the transactions were made, their value and that they were crypto purchases to her own account, I'm not persuaded Revolut ought to have found any of the activity suspicious, such that it ought to have made enquiries of Ms A before processing them. So, I don't think Revolut missed an opportunity to prevent Ms A's losses.

However, even if I did think Revolut ought to have intervened, I'm not persuaded this would likely have prevented her loss. I think it's relevant how Ms A engaged with and responded to the interventions that did take place when Ms A withdrew the cryptocurrency. This is because it provides a clear indication of how Ms A would have responded to an intervention during the same scam as part of her cryptocurrency purchases.

Ms A told Revolut that she was moving funds to her own account for investment purposes without anyone's help. This is not accurate as she thought she was paying to complete tasks as part of a job opportunity. I have no reason to find she would have provided more accurate answer had there been more interventions. So, I'm not persuaded Revolut could have identified the scam and provided a relevant warning had it intervened further. It follows that I'm not persuaded Revolut could reasonably have prevented Ms A's loss.

I appreciate Ms A thought it was a genuine opportunity and felt pressured by the scammer to make payments, but as I don't think Revolut did anything wrong, it wouldn't be fair for me to make an award in the circumstances. I note cryptocurrency transactions aren't reversible and there isn't a mechanism for recovering it.

So, for the reasons explained I don't think Revolut needs to do anything further to put matters right.

### **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 Ms A to accept or reject my decision before 20 March 2026.

Stephanie Mitchell  
**Ombudsman**