

## **The complaint**

Mr S complains that Revolut Ltd hasn't refunded him payments made after he fell victim to an investment scam, and he says his account was hacked by the scammers.

## **What happened**

Mr S found an advert on social media for a cryptocurrency investment opportunity. He invested with this company between May and June 2024, when he wasn't able to withdraw funds and realised he'd been scammed.

A short while later, Mr S received contact from another company who claimed to have located his original investment and explained they could help him recover it. They set out this would involve some costs and Mr S agreed to pay these. However, he later realised, in July 2024, that this was also a scam. Mr S says that in early July 2024, his accounts were also hacked by the same scammers, and they stole a large sum of his money.

Mr S complained to Revolut about the scams as well as the reported unauthorised payments. Revolut didn't uphold Mr S's complaint. It said he had authorised all the payments and that it had correctly processed them in line with his instructions.

Mr S came to our Service, but our Investigator also didn't uphold his complaint. They concluded all the payments were authorised by Mr S and said that Revolut wouldn't have been able to unravel the scams or stop Mr S going ahead. He disagreed and asked for an Ombudsman to reconsider his case.

## **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.

### *Initial investment scam and Recovery scam*

It isn't in dispute that Mr S authorised the transactions in question. He is therefore presumed liable for the loss in the first instance. However, Revolut is aware, taking longstanding regulatory expectations and requirements into account, and what I consider to be good industry practice at the time, that it should have been on the look-out for the possibility of fraud and made additional checks before processing payments in some circumstances.

The first and second payments Mr S made did look suspicious to Revolut and it asked him a series of questions about each of them. Looking at the answers he gave, Mr S wasn't entirely honest with Revolut at this time. Mr S said he hadn't found the investment on social media, which he had. And he confirmed he'd checked the FCA register for the firm, which doesn't make sense as if he had, he'd have seen it wasn't on there.

Revolut displayed cryptocurrency scam warnings both times and said it considered the payments suspicious, but Mr S chose to go ahead. On the third payment Mr S went through these same steps but after the warnings, it directed him to its chat, presumably because the

value of this payment (£9,500) combined with the answers Mr S gave still concerned it. Mr S also wasn't forthcoming or honest with Revolut in that chat.

Looking at the questions asked, I do think Revolut could've asked more and better probing questions of Mr S about the payments he was making, both in the automated system and when he was then directed to its chat. But I'm not persuaded that these would've prevented his losses – both at this time or any other time during these scams. I'll explain why.

As above, when he was questioned by Revolut's automated system about his payments, he looked to mislead it with his answers. And in the chat with an agent, he set out how he was independently investing and not involved with a third-party – which wasn't true. He also said he wasn't intending to move the funds on from the cryptocurrency platform, when he was, as he was sending them to the scammers trading platform and this is how in reality they were lost. and he became very frustrated with the questions and said the matter was private.

Revolut does intervene again on a later payment, which it pauses for security reasons and gives Mr S another cryptocurrency warning in-app chat, which is detailed and does relate to his situation. But despite this he continues to go ahead. He again misleads Revolut at this time, saying he's just transferring funds between his accounts, when he's intending to pay the recovery scammers with the cryptocurrency purchased.

Also, Mr S first tops up his Revolut account with money from a bank account elsewhere. And we can see this bank did hold this payment and question him about it. The notes from the time say he told it he was moving the money to Revolut for "*house bills and house work*" – but the same day he uses it to buy cryptocurrency. And after these scams, in August 2024 Mr S was involved in another recovery scam for the same funds, and again he actively misled the same bank and tells them he's buying household goods. So even after becoming aware of these scams, as Mr S had reported them by then, he still wasn't forthcoming.

There were a number of occasions I consider Revolut ought to have intervened in Mr S's case and I accept it could've asked better, more probing questions. But I've not seen anything to persuade me Mr S would've sought to act any differently or decided to be truly honest with Revolut at any point.

I can only ask Revolut to reimburse Mr S if I find that any wrongdoing on its part caused his loss. Mr S has repeatedly said that Revolut failed to intervene appropriately and that it should be liable for his losses, but I've not been provided with anything to persuade me that a better intervention would've resulted in a different chain of events here. It's clear Mr S was very under the spells of the scams at the times of the payments and adamant about making them. So I'm not persuaded that better questioning or warnings would've stopped him going ahead.

#### *Payments on 6 July 2024*

Mr S has explained that someone hacked his bank account and made the disputed payments on 6 July 2024 to his Revolut account. He's explained they then also hacked this account and made payments to his own cryptocurrency wallet.

Revolut has shown that only one device had access to this account – Mr S's genuine mobile phone. And that some of the disputed payments were completed by taking additional steps on this device, as they required additional authentication. Mr S hasn't been able to explain how a third-party accessed his actual device to do this, he's told us he didn't share any security information with either of the scammers. And he's also confirmed that no one else had access to his cryptocurrency account and it was within his control at all times.

Mr S has now suggested maybe someone who was updating his computer made these payments, but that doesn't explain how they got access to his Revolut card and his mobile phone, plus his security details to login to Revolut and move the money to his cryptocurrency wallet. Or give any insight into how they intended to access the money from here. It's also unclear why an unrelated third-party would process payments in the same way as Mr S had been for the scams, rather than, for example, just directly paying an account they could access. So I'm not persuaded this is what happened either.

Considering the above, I'm not persuaded these payments were completed by a third-party without Mr S's consent. The technical evidence I've seen indicates Mr S must've been involved in the payments and it's not clear how a third-party would've benefited from moving the funds through Revolut to Mr S's wallet, when he's said his cryptocurrency account was secure and the statements he's shared don't show a loss from there. We also know Mr S did make two further payments to the scam a few days after these, so it's not clear why he would've done this if he believed these same people had just hacked his banking and stolen a large amount of his money. So this again indicates it was Mr S making the payments as part of trying to recover his funds and I don't find these were unauthorised payments.

### *Recovery of funds*

All the funds that left Mr S's Revolut account went to cryptocurrency accounts in his own name and under his control. So I'm satisfied there was no reasonable way or need for Revolut to act to recover these funds, when Mr S had received them as intended and had the benefit of them.

### **My final decision**

For the reasons set out above, I don't uphold Mr S's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 14 October 2025.

Amy Osborne  
**Ombudsman**