

## The complaint

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

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

## What happened

In summary, Mr D was looking for part-time work and had uploaded his CV online to multiple websites as part of his search.

Mr D was then contacted via a well-known messaging application by what appeared to be a recruitment company. Mr D was advised that a job was available for a company I will call "X". Mr D was told he would be perfect for the role, and he agreed for his information to be passed to X.

Several days later Mr D received communication from X via the same messaging application. X explained that the role included reviewing and processing a range of products which would increase sales, and Mr D would earn a commission. Mr D was told he would have to complete multiple tasks.

Mr D agreed to the role and was added to a group chat that appeared to include other people working for X.

Mr D was required to setup an account with X via its website, and a cryptocurrency wallet as X explained this is how he would be paid. Mr D followed X's instructions on how to do this.

Having completed multiple tasks Mr D was able to withdraw a small amount which he says added to the legitimacy of the role. But he soon received a "combination task" which sent his account with X into a negative balance. Mr D questioned X about this and was told the task was a good thing that would result in higher commission, but that he would have to fund the account. The group chat also had conversations around combination tasks which Mr D says made him feel comfortable making the requested payment.

Mr D continued to make payments and was finally asked for a larger payment to be made in relation to a withdrawal fee. Mr D paid the fee, but X continued to request further payments and Mr D realised he had fallen victim to a scam.

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

| Payment | Date             | Payee          | Payment Method | Amount           |
|---------|------------------|----------------|----------------|------------------|
| 1       | 11 December 2023 | Individual 1   | Push to card   | £61.38           |
| 2       | 12 December 2023 | Individual 2   | Push to card   | £421.11          |
| 3       | 12 December 2023 | Individual 3   | Transfer       | £696.25 (failed) |
| 4       | 30 January 2024  | CoinJar UK Ltd | Transfer       | £6,000           |

Mr D also made multiple other payments in relation to the scam from an account he held elsewhere.

In my provisional decision sent on 8 August 2025 I said:

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

*Recovering the payments Mr D made*

*Mr D made payments in relation to the scam via the methods of push to card, and transfer. For each of the payments Mr D made, he was purchasing cryptocurrency via either a cryptocurrency exchange directly, or via a peer-to-peer payment.*

*I think it’s most likely that cryptocurrency was provided to Mr D in exchange for the payments he made. As cryptocurrency was provided in exchange for the payments Mr D made, and it took further steps for those funds to end up in the hands of the scammer, any attempts made by Revolut to recover the payments Mr D made from his Revolut account would have no prospects of success.*

*Should Revolut have reasonably prevented the payments Mr D made?*

*It has been accepted that Mr D authorised the payments that were made from his account with Revolut, albeit on X’s instruction. So, the starting point here is that Mr D 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 payments were being made. And if it had intervened, would it have been able to prevent the scam taking place.*

*The first payments Mr D made from his Revolut account were for relatively low values, although when Mr D made payment 4 he was making a significant value payment to a known cryptocurrency exchange. Given the risk associated with this type of payment I think Revolut should have had cause for concern that Mr D may have been at risk of financial harm and it should have intervened.*

*I think a proportionate intervention would have been for Revolut to have asked Mr D further questions around the circumstances of the payment to get a picture of why the payment was being made. Considering the type of account Mr D had with Revolut, I think Revolut could have completed this intervention for example by directing Mr D to it’s in-app chat facility. But I don’t think this would have made a difference, I will explain why.*

*When Mr D attempted to make payment 3 he was directed to Revolut’s in-app chat facility. Mr D confirmed*

*“I am not being guided in any way at all, thank you for your concern I really appreciate Revolut’s security system”*

*Mr D also confirmed he was making a payment to invest in a stable coin and explained the peer-to-peer payment process. Mr D even provided a screenshot of the cryptocurrency wallet platform. Mr D said he had found the company via his own research. Mr D said he*

*was not planning on sending the funds from the platform and was planning to hold onto the coin within the app.*

*Mr D also made multiple payments from another account he held elsewhere and on multiple occasions chose the option for the purpose of the payments as “friends and family”. Mr D has sent us a transcript of the messages he exchanged with X throughout the scam, and it is clear from the outset that X was guiding Mr D through the processes of making the various payments. Mr D was also sending screenshots of the screens he was seeing when making payments and taking X’s guidance of where to click.*

*I think it’s fair to say that Mr D trusted X and was willing to give false information based on the advice X provided to him when making the payments. Mr D was not making an investment in a stable coin, he was, as he has told us, making payments in relation to what he thought was a job. The chat transcript even refers to a friend of Mr D telling him the job was fake, but Mr D told X that he still trusted them.*

*Had Revolut intervened when payment 4 was made in the way I think it should have, I don’t have enough to say that Mr D would have answered Revolut’s questions any more honestly than when he attempted payment 3, or that he wouldn’t have sought X’s guidance to have the payment processed.*

*Providing false information did and would have continued to make it difficult for Revolut to uncover the scam that was taking place.*

*With this in mind, I don’t think Revolut missed an opportunity to uncover the scam, so it is not responsible for Mr D’s loss.”*

### **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 gave Mr D and Revolut time to respond to my provisional decision. Mr D’s representative requested further information, some of which we were able to provide.

We gave Mr D further time to respond but no further information was received in the time allowed.

As neither party had anything further to add I see no reason to come to a different outcome than I reached in my provisional decision.

### **My final decision**

I don’t uphold this complaint.

Under the rules of the Financial Ombudsman Service, I’m required to ask Mr D to accept or reject my decision before 13 October 2025.

Terry Woodham  
**Ombudsman**