

The complaint

Mr O complains about the 'RevPoints Spare Change' feature provided by Revolut Ltd.

What happened

Mr O contacted Revolut in April 2024 as third-party merchant gift cards he'd purchased using the RevPoints he'd accumulated on his account weren't working. He said he wanted the RevPoints scheme switched off his account as he didn't think the scheme was working for him. And he asked for the value of the gift cards to be credited back to his account.

Revolut explained that gift cards purchased from the RevPoints store are non-refundable. And that gift card codes are issued by the merchant rather than Revolut, so Mr O needed to refer to the merchants if he was experiencing issues with the gift cards. It also said that as Mr O had used most of his accumulated points, the cash value of the points that remained was £3.50 and, as a gesture, it credited Mr O's account with £3.50.

But Mr O said the value of the gift cards purchased was £37.50 and this was the amount he wanted paid to his account as the gift cards didn't work. He asked for the matter to be escalated as a complaint.

Revolut didn't uphold the complaint. It maintained that Mr O's remaining RevPoints balance was worth £3.50, and this had been credited to his account.

Unhappy with the outcome, Mr O referred his complaint to this service. But our investigator did not uphold it. He said the terms applicable to the RevPoints scheme say that points can't be refunded once earned or purchased. So, he didn't think Revolut had made a mistake. He said that he understood that Mr O had spent most of the points he'd accumulated and that Revolut had refunded the remaining points in cash to his account as a gesture of goodwill.

Mr O didn't agree. He said the refund wasn't a gesture but the cash value of the unspent points. He added that the mathematics of his complaint hadn't been considered.

The investigator responded to say that the purchase of RevPoints is not normally refundable in cash. But on this occasion Revolut did refund the cash value as a one-off gesture. And he asked Mr O to explain his comments about the mathematics of his complaint.

Mr O asked for his complaint to be escalated, so it's 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.

Having done so, while I understand Mr O will be disappointed as I can how strongly he feels about this complaint, I've reached the same conclusion as the investigator. I'll explain why.

Revolut offers its customers an optional feature known as '*RevPoints Spare Change*.' This feature allows customers the option to round-up any card transactions to the nearest whole number and exchange the difference for points. The points can then be spent on such things as Airline Miles, Stays and Experiences discounts and savings on shopping.

Mr O has said the investigator hasn't considered the mathematics of his complaint. When asked to explain what he meant by this, Mr O didn't provide any explanation. But I have looked into how the scheme works.

I don't think it is in dispute Mr O signed up to the Spare Change scheme and did so without assistance from Revolut. I've looked at Revolut's website to consider the information Mr O would have seen when he signed up to RevPoints Spare Change scheme – this includes, the terms and conditions of the scheme.

Having done so, I've found Revolut does explain how this scheme works, and it sets out that the exchange rate for RevPoints is £0.02. The terms and conditions of the RevPoints Spare Change feature also say: '*you cannot obtain a refund for points you have earned*'. However, on this occasion, Revolut has shown that it has refunded Mr O with £3.50. In its response to Mr O's complaint, Revolut said that after the purchases Mr O made, he had 175.357861 points remaining which equates to £3.50. Overall, I haven't seen enough persuasive evidence that Revolut has miscalculated the value of the RevPoints Mr O earned.

I appreciate Mr O may have expected Revolut to refund the cash value of the gift cards he says didn't work. But I think Mr O would most likely have been aware how many points he was using when he purchased the gift cards. And once purchased, I'm persuaded it is for Mr O to take that matter up with the merchants involved if the cards didn't work.

Given the above, I'm not persuaded that Revolut has done anything wrong here or treated Mr O unfairly, so I won't be asking Revolut to take any further action in respect of this complaint.

My final decision

For the reasons given above, I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr O to accept or reject my decision before 17 November 2025.

Sandra Greene
Ombudsman