

## **The complaint**

Mr J complains that Lloyds Bank PLC (Lloyds) won't refund money he lost when he was the victim of a scam.

Mr J is represented by a third-party firm, but for ease of reference I will refer to Mr J throughout the decision.

## **What happened**

The background to this complaint is known to both parties, so I won't repeat everything here. In summary, Mr J has explained that between December 2024 and February 2025 he made payments from his Lloyds account to buy cryptocurrency which he ultimately lost to an investment scam.

Mr J realised he had been the victim to a scam when he wasn't able to withdraw his profits.

Lloyds looked into the complaint but didn't uphold it. So, Mr J brought his complaint to our service.

Our Investigator looked into the complaint but didn't uphold it. Our Investigator explained that Mr J hadn't provided sufficient evidence to demonstrate he had fallen victim to a scam.

As Mr J remained unhappy, the complaint has 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.

I'm sorry to learn what happened to Mr J, but I'm not upholding this complaint - for broadly the same reasons as the Investigator.

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 have not mentioned, it isn't because I have ignored it. I haven't. I'm satisfied that 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.

In line with the Payment Services Regulations 2017, consumers are generally liable for payments they authorise. Lloyds is expected to process authorised payment instructions without undue delay. But it also has long-standing obligations to help protect customers from financial harm from fraud and scams. Those obligations are however predicated on there having been a fraud or scam. And so, it would only be reasonable for me to consider whether Lloyds is responsible for the loss Mr J claims to have suffered if, indeed, he has been scammed. I've therefore considered whether Mr J was a victim of a scam.

It's important to see evidence that a customer has been scammed and that, for example, it isn't a case of a failed investment. In this case Mr J has explained he was the victim of a scam, but he has not been able to provide evidence of the scam or how it unfolded.

Mr J has provided some statement data which shows he made payments for cryptocurrency, but he's not been able to supply evidence to show how the funds he sent were subsequently lost to scammers or sent into their control. For example, he's not been able to provide any evidence of conversations with the scammers. He also hasn't shared any details of the scammer asking him to make payments. He's advised he no longer has access to the platform or website he was using as part of the scam. So, he hasn't provided sufficient evidence to demonstrate the payments were connected to a scam.

This is not to say I don't believe Mr J. He has given reasons as to why he can't provide the evidence and I have sympathy with the situation he finds himself in. However, I do need to see sufficient evidence to show that he has suffered a loss due to a scam before I can go on to consider if Lloyds should have intervened in any of the payments, he says he made to the scam. And I don't have enough evidence of this here. In the absence of that evidence, I can't say that it would be reasonable for Lloyds to be held liable for any of the losses Mr J says he's suffered.

For completeness, I've considered if Lloyds could have done anything to recover Mr J's funds once he reported what had happened. But it's difficult to see how recovery would have ever been possible here given what Mr J said about converting the funds into cryptocurrency and sending it on to the scammers.

I'm sorry to disappoint Mr J but for the above reasons I won't be asking Lloyds to do anything further.

### **My final decision**

My final decision is that I'm not upholding this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr J to accept or reject my decision before 12 March 2026.

Aleya Khanom  
**Ombudsman**