

The complaint

Mr M is unhappy with Revolut Ltd's Spare Change feature. Mr M says the feature has deducted over £1,000 since he activated it without his clear understanding. He said this feature has left him with a financial loss.

What happened

Mr M said on 22 July 2025 he discovered that Revolut's RevPoints "Spare Change" feature had deducted over £1,000 since the account was activated without his clear understanding or informed consent. He said this feature rounds up card transactions and applies a multiplier to purchase RevPoints.

Mr M said that Revolut makes this feature seem like a passive rewards tool or a savings function using language like "Spare Change" or "boost your points" but at no point during activation was it clearly explained that this was a real money transaction with a poor return rate. He said the option to disable the feature is difficult to find.

Mr M said he has been charged over £1,000 between 7 May 2025 and 22 July 2025 and he's estimated that he's received rewards of around £150-£200 so there is a financial loss.

Revolut responded and gave further details about how the Spare Change option works and how Mr M could earn points. They confirmed how Mr M could disable the feature and that it was also explained how it works in the terms and conditions.

Revolut confirmed the feature was enabled on 7 May 2025 through the Revolut application. They confirmed that the Spare Change feature amounts are non-refundable, but they do allow a one time refund as a goodwill gesture. They explained to Mr M that he could contact their chat support team to assess his eligibility and guide him through the process if this is something he wanted to do. They didn't uphold the complaint.

Mr M brought his complaint to the Financial Ombudsman Service where it was looked at by one of our investigators. The investigator said that the terms and conditions were clear and believes that it was explained clearly how the feature worked. So he didn't uphold the complaint.

Mr M disagreed and made the following comments:

- He doesn't dispute that he signed up to the Spare Change feature through the app and he doesn't dispute that Revolut described how the feature works. Mr M also said he accepts that the information was available at the time.
- Mr M's complaint is whether the product should be offered at all, particularly to users like himself who struggle with financial numeracy – even when the information is presented clearly.
- The feature is inappropriate, and it causes guaranteed financial loss to the user.
- Mr M said it's not about whether the terms were clear, it's about the product's suitability.
- Mr M said that Revolut has not adhered to the Financial Conduct Authority's guidance for vulnerable consumers. He said Revolut are causing financial harm as they have designed a product with a guaranteed loss and certain customers will not

realise what is going on.

Mr M would like a full refund of £1,015.02 minus the value of rewards he received which was around £150-£250.

As Mr M disagreed with the investigator, he asked for the complaint to be reviewed by an Ombudsman, 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.

I appreciate how strongly Mr M feels about this complaint. Although I may not mention every point raised, I have considered everything, but I have limited my findings to what I think impacts the outcome of the case. No discourtesy is intended by this; it just reflects the informal nature of our service.

In making this final decision, I recognise that the RevPoints scheme itself is unlikely a regulated activity and this decision must be limited in its scope to that which is within the remit of this service.

The evidence I have seen suggests that Mr M has signed up through the app for RevPoints with a Spare Change multiplier of nine on 7 May 2025. Mr M has complained that since he has done this, over £1,000 has been deducted from his account.

I don't think it's in dispute here that Mr M signed up to the Spare Change scheme and did so online without assistance from Revolut. Revolut has provided evidence and links where it explains both the RevPoints scheme and the multiplier option in their final response.

I have looked at the information provided by Revolut on their website and read through the terms and conditions for the scheme. Having done so I am satisfied that Revolut does explain how this scheme works. Revolut explains that RevPoints is a loyalty programme, and how points can be earned and spent. They also explain the current price for RevPoints and how they can be redeemed. I have also looked at the information that Revolut provides regarding their multipliers and Spare Change, again they have explained the process for this and how it works.

I also note that Mr M has said he's not disputing that the information wasn't clear or that he didn't know he had signed up to it, but his main argument is that his product is inappropriate and causes financial harm as it comes with a guaranteed loss.

I agree with what the investigator has said here, and I'm not persuaded that Revolut has done anything wrong or made a mistake, I am satisfied Revolut has information available which explains the products Mr M signed up to. They also explain where Mr M's spare change would go and the multiplier he selected would mean he would pay nine times the rounded up Spare Change amount into the RevPoints scheme. The RevPoints is also explained sufficiently as far as it relates to Mr M's bank account.

Mr M appears to have signed up to the scheme without contacting Revolut to clarify any aspects he may have been unsure about at the time. I appreciate that Mr M has said he struggles with financial numeracy, and he's suggested that this product causes financial harm to people that are vulnerable. I haven't seen any evidence that Mr M made Revolut aware of this before he complained. Mr M also had access to the chat function and could have used this to clarify any issues he was not clear about before signing up to the scheme.

I can also see that Revolut have made it clear both in the terms and conditions and in their final response letter, how Mr M can opt out if he doesn't want this feature anymore. The steps, although Mr M said is not straight forward, are detailed in what he would need to do.

I can see that Mr M did use the chat function to ask for a refund and Revolut, from the screen shots say that they will refund £29.44 and 1,472.42 RevPoints would be deducted.

I appreciate that Mr M doesn't agree with how the points work and the benefit he gets from it, but for the reasons given, I am satisfied that Revolut have been clear about this all the way through. It's not for our service to ask Revolut to change their terms and conditions for this scheme.

My final decision

For the reasons given above, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr M to accept or reject my decision before 6 January 2026.

Maria Drury
Ombudsman