

The complaint

Mr S on behalf of O is unhappy he was charged fees after several international transfers made from O's account with Revolut Ltd ("Revolut") were returned.

What happened

Between January and May 2025 Mr S made several separate transfers from O's Revolut Account to an account held abroad. As it was an international transfer intermediary banks were involved in the transfers.

Unfortunately, due to the beneficiary account details being incorrect/incomplete the transfers were returned. Mr S was unhappy as the amounts returned were much less than what was sent and so got in contact with Revolut about this.

Revolut explained that as intermediary banks were involved in the transfers there would be some fees deducted from the intermediary bank's side and that Revolut has no control over this.

Mr S didn't dispute the nature of the fees but felt the fees were extortionate and wanted an explanation and so raised a complaint. Revolut confirmed the advice Mr S had been given was correct and provided a link that explained fees for SWIFT transfers and to an article explaining:

"For international transfers, intermediary banks may deduct fees, which is why the returned amount is lower than the initiated amount."

Revolut confirmed that it hadn't charged a fee of its own and had followed the correct processes on its side regarding the return of the funds.

Mr S was unhappy with this as the charges remained unexplained and so brought his complaint to this service.

One of our investigators looked into Mr S's concerns but didn't think Revolut had done anything wrong as based on the evidence they had seen the fees charged on the returned transfers were not charged by Revolut, but rather an intermediary bank and the terms and conditions of O's account agreed upon when opening confirm fees may be applied to transfers including from third parties or intermediary banks.

Mr S was dissatisfied with this. Mr S says despite multiple requests Revolut has refused to disclose the name or identifying details of the intermediary institution who charged the fee obstructing his ability to verify, dispute or recover the missing funds and has asked for the matter to be progressed for an ombudsman's decision.

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.

It might help if I explain here my role in this case is to look at the problems Mr S has experienced when carrying out transactions on behalf of O and see if Revolut has made an error or done anything wrong. If it has, I would seek – if possible - to put O back in the position it would've been in if the mistakes hadn't happened.

And having considered everything – and I know this will come as a disappointment - I'm in agreement with our investigator's view and don't think there is anything much more of use I can add.

Mr S is unhappy that the refunds received from the returned transfers were less than what was sent and Revolut hasn't been able to explain why.

But Revolut have confirmed it didn't charge a fee and provided the MT103 message that shows the deductions were taken by the beneficiary bank. And as Revolut makes it clear in international transfers that intermediary banks might charge a fee, I can't say Revolut have made an error or did anything wrong.

I appreciate that Mr S would like more of a detailed breakdown and explanation of the fees deducted, but I don't think it would be fair to expect Revolut to provide this as it has no visibility regarding third-party intermediary bank fees and no control over these, so it simply isn't possible to provide this.

And I'm sure Mr S appreciates there are other factors – such as a currency fluctuations - which could also be responsible for why O received less back than for what the transactions were for.

But as Mr S wished to pursue the matter further with the intermediary banks, I asked Revolut to provide this service with all the information it had on the intermediary banks involved in the transaction, which it has now done and which has now also been passed on to Mr S with Revolut's agreement to do with as he sees fit.

And as Mr S hasn't provided any further response to this and on the basis that Revolut hasn't done anything wrong or made an error, I don't think there is anything more for Revolut to do.

My final decision

Your text here

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

Caroline Davies
Ombudsman