

## **The complaint**

Miss M complains that Revolut Ltd provided misleading information in relation to an incentive scheme.

## **What happened**

The background to this complaint is well known to both parties, so I have just provided an overview of events here.

Miss M had an account with Revolut. She received a message from it in August 2025 which stated that she could get a reward if she invited friends to open a Revolut account. So, three friends of Miss M applied for Revolut accounts. Two of Miss M's friends made successful applications, and Revolut gave Miss M £10 for each of the successful referrals. Miss M complained to Revolut as she said the Revolut message led her to believe she would get £200 per referral, so Miss M said she expected to receive £400.

Revolut did not uphold Miss M's complaint. It said the campaign Miss M participated in was one with variable rewards, where the reward amount was assigned randomly. It said the general referral campaign rules were in its terms and conditions, where consumers could confirm the campaign reward structure. It also said the third person invited by Miss M did not complete all of the campaign requirements before the deadline and so the referral reward could not be processed.

Miss M remained unhappy and so referred her complaint to this Service. She said the details of the reward campaign sent to her did not say that the reward amount would be between £10 and £200. Miss M said she would not have invited friends if she had known the reward could be so low.

Our Investigator looked into Miss M's complaint but did not uphold it. She thought Revolut acted in line with the terms and conditions of the reward campaign.

Miss M responded and said she felt the advertising was misleading and that Revolut did not communicate the terms of the campaign clearly. Miss M also mentioned that her Revolut account had been subject to an attempted scam.

As Miss M did not agree with what our Investigator said this came to me for a 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.

I want to first of all clarify what complaint I am addressing here. When Miss M responded to our Investigator, she talked about her account with Revolut being subject to an attempted scam and how this has raised concerns for her about Revolut. But I am only dealing with the complaint raised by Miss M about her expectation that she would receive a total of £400 for the two friends' accounts being successfully opened.

I can understand why Miss M is upset here, as she helped her friends fund their moves to new Revolut accounts and expected to receive a greater reward than the money she had spent. So I sympathise with her that she finds herself out of pocket. But I could only uphold this complaint if I thought Revolut had made an error or acted unfairly, and I'm satisfied it has not. I'll explain why I say this.

I have seen the initial message about the reward campaign sent by Revolut to Miss M in around August 2025. Miss M told this Service that she believes Revolut has falsely advertised this particular campaign as she thought £200 was the only reward offered. So she feels misled. For its part, Revolut has said the scheme reward operated like a lottery of sorts, and while a reward of some sort was guaranteed, the value ranged between £10 and £200.

So the question I am looking at here is whether Revolut did enough to let Miss M know, in advance of her taking part in the campaign, that a £200 reward was not guaranteed and she could receive an amount of money as low as £10. I would expect Revolut to have provided enough information that Miss M would be able to make an informed decision about whether she wanted to participate in the scheme.

I can see from the initial message that the only amount referenced in relation to the reward is £200. But I am satisfied that when the whole message is read, and I would expect any consumer to read the message in full before deciding to participate in the campaign, that it is clear an amount of 'up to £200' is being offered. I think it is fair to say that consumers would understand this to mean that while they might receive £200, they might also receive less.

The message also says that terms and conditions apply to the scheme, and a link to the terms is prominently placed at the start of the message. Again, I would expect consumers to read these in full. I have read the terms and they are clearly worded and relatively short, so I do not have any concerns with how the terms have been set out.

The terms contain more detailed information about the reward to be paid. They state that the amount of the reward is unique to each consumer. It goes on to say that if the scheme offers a reward 'up to' a certain amount, then there are in fact five different amounts that could be received by the consumer. And that the specific amount to be received will be determined by a draw. A chart is then provided for consumers which shows, in percentage terms, how likely they are to receive each of the five amounts outlined. Indeed, the chart shows that only a very small minority of consumers will receive £200, while the vast majority will receive £10.

So I am satisfied that the terms clearly outline that no particular reward is guaranteed and that the amount to be received by each individual consumer is determined by a draw.

I know my decision will disappoint Miss M but, having considered everything, I am satisfied Revolut has not made any errors here or acted unfairly towards Miss M as I think the information she was provided with about the reward campaign was accessible and clearly worded, and so was provided in what I consider to be a fair, clear and not misleading way.

### **My final decision**

It is my final decision that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss M to accept or reject my decision before 20 January 2026.

Martina Ryan

**Ombudsman**