

The complaint

Mr S complains about HSBC UK Bank Plc.

He says that he has been the victim of a scam and would like HSBC to refund him the money he has says he has lost.

What happened

In 2021, Mr S says that he came across a post on social media regarding investing in cryptocurrency. He says that he had also seen AI videos of people sharing their success with investing in this way, and how quickly they have been able to.

Mr S was interested in what he had seen and reached out to the individual behind the post to see if he could get involved. The individual appears to have a number of aliases, but the main one Mr S refers to is 'CK'.

CK claimed to teach people how to invest in crypto, and began messaging with Mr S on social media, before moving to a text app and phone calls.

Some of the detail is unclear, but it seems that Mr S was told he could expect returns of 10-12% within a year, but things didn't go to plan, and communication began to dwindle. Mr S now says that he has been the victim of a scam, and HSBC did not do enough to protect him.

The money Mr S says he has lost to the scam is around £90,000 – some of which was lent to him by family. Around £49,000 going to the scammer directly, and further funds going to various crypto accounts before also being sent on to the scammer. Mr S also says that no returns were received.

A complaint was made to HSBC about what happened, but it wasn't upheld, so the complaint was brought to this Service.

Our Investigator looked into things but also didn't think that the complaint should be upheld. They said that Mr S hadn't been able to provide enough information to show the loss that Mr S says he has suffered, and that the screen shots of messages supplied were missing information.

Mr S asked for an Ombudsman to make a final decision, so the complaint has been passed to me.

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, I have decided not to uphold this complaint. I know this will be disappointing for Mr S, and I know that he had hoped to recoup the funds he has lost to the scam.

However, in order for me to consider Mr S's complaint completely, and to establish if HSBC has done anything wrong, I need to understand the full circumstances of the complaint. And unfortunately, Mr S hasn't been able to furnish me with the information I require in order to do so.

This isn't to say that I don't believe that Mr S has been duped in some way – but in order for me to provide an outcome that is fair to both him and HSBC, I need specific information which Mr S hasn't been able to provide.

This Service has asked Mr S to provide full conversations that took place with the scammer – to establish what was said and when – but Mr S hasn't been able to provide this. We do have some screen shots of partial conversations, but some of these have been cropped, are undated, and don't always include the names of who the conversation was with.

This Service has also asked Mr S for his statements in relation to his crypto accounts – but these haven't been provided either. Mr S has provided screen shots of payments being made – but without seeing what happened on these accounts, we are unable to see if any returns were made to the accounts, or what loss was suffered. There are also a number of inconsistencies about what loss Mr S says he has suffered, and from where.

Therefore, due to the lack of information I require to decide Mr S's complaint, I do not uphold it. And I don't direct HSBC to refund the funds he says have been lost. I am very sorry this Service is not able to help

him more at this time.

It may be that in the future Mr S may be able to provide this missing information. If he is able to do so, this Service *may* be able to look further into her complaint. However, I can make no guarantee that this will be the case, or that providing this will result in an outcome that may mean that his complaint would be upheld.

My final decision

I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 27 February 2026.

Claire Pugh
Ombudsman