

The complaint

Mr K complains that Revolut Ltd has failed to arrange a refund to him in respect of an international payment.

What happened

In July 2025 Mr K instructed Revolut to make an international payment for a substantial sum. Revolut sent the payment to its payment processor B1, an intermediary bank, on 9 July. I understand that B1 retained the monies from then until 25 July as a security procedure in light of the amount involved. B1 then requested Revolut to provide additional information about Mr K. Revolut was able to provide most of this from its records and according to the online chat history asked Mr K what his nationality was.

The history becomes a bit vague after that. Revolut said that following the information being provided to B1, that bank released the payment to the beneficiary bank, B2. However again according to the chat history, Revolut advised Mr K on 27 July that as it hadn't received a response, it was asking B1 to cancel the payment and made that request on 28 July. It appears however that the funds had already been released by B1 to B2 on 25 July.

A trace was then made and Revolut chased this multiple times before closing the trace request on 1 August 2025. It also informed Mr K to expect a refund.

On 5 August 2025 Mr K again chased the matter with Revolut. It confirmed the payment had left its system on 9 July 2025.

Revolut requested a recall of the funds on 6 August 2025, which was accepted by B2 on 11 August. According to its records Revolut chased B2 12 times up until 27 August 2025. Mr K was told this had happened on 9 September 2025.

Another recall was attempted on 29 August 2025. Revolut chased this recall 9 times up until 24 September 2025 when it had exhausted the process and stopped attempting any further recalls. This was confirmed to Mr K on 13 October 2025.

In response to Mr K's complaint, while it regretted Mr K's experience with it, Revolut said it hadn't made any error, the payment had been successfully completed from its end. It had made multiple attempts to recall the payment but further steps were handled entirely by the recipient's bank and may be subject to their own internal processes or delays.

On referral to the Financial Ombudsman Service our Investigator said Revolut should pay £200 compensation for its failures to advise Mr K as to the correct position and for not keeping him informed.

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 sympathise with Mr K, and understand that though no fault of his, a significant sum of

money has gone missing. I have to establish whether Revolut was at fault for this.

There were three financial institutions/banks involved in the process. First there was Revolut, with whom Mr K had an account. Revolut sent the money to B1, a correspondent or intermediary bank, to process the payment. B1 then sent the payment to B2, the beneficiary bank (i.e. the bank the payee banked at).

From the evidence I'm satisfied that Revolut sent the payment on 9 July, to B1 for processing. I'm satisfied also that, following a query by B1, it contacted Mr K and asked him what his nationality was. Mr K has an issue with Revolut saying that if it didn't receive the information, the payment may be cancelled. He didn't give it the information, yet he understands that Revolut had already made the payment. This is true though the payment had been sent to B1 for processing, it hadn't sent it to B2 at that stage (so far as we know). So at that stage B1 should have been able to cancel the payment and return it.

So Revolut asked B1 to cancel the payment and return it. B1 hasn't co-operated with Revolut in supplying information so we don't know why it sent the payment through rather than cancelling it. However Revolut had no control over what B1 did.

As Revolut had found that the payment had been sent through to B2, it made multiple requests to trace it and get it recalled. It made over 20 attempts to recall the payment from B2 but, apart from sending an acknowledgement to Revolut, B2 failed to action the recall or respond further. I would expect Revolut to use its best endeavours to recall the payment. But ultimately having received no response to its attempts, I don't think there's any further action it could have taken in this case.

B1 and B2 are independent of Revolut, and it has no control over their actions. As Revolut has sent the payment through as instructed and had been notified of its receipt, regrettably I can't hold it responsible for its loss.

From the customer service point of view, although Revolut was carrying out all the recall attempts, it didn't keep Mr K up to date, and he had to chase to get the information. So for the first 12 attempts it only told Mr K about them following his request for further information. It also informed Mr K to expect a refund. Although this may have been correct, Revolut should have told Mr K that this was subject to B2 returning the funds. Revolut further delayed in keeping Mr K advised in respect of the further 9 attempts.

Because of this our Investigator recommended that Revolut pay £200 compensation, which I understand it has agreed to. Whilst I fully understand the distress caused to Mr K in his money going missing, Revolut was in my view at fault for failing to keep him advised but not for the loss of the money. For that reason I think the recommended payment is fair and reasonable.

Putting things right

Revolut should pay £200 compensation.

My final decision

I uphold the complaint in part and require Revolut Ltd to provide the remedy set out under "Putting things right" above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr K to accept or reject my decision before 24 February 2026.

Ray Lawley
Ombudsman