

The complaint

Mrs K complains that Revolut Ltd have failed to refund money she lost to a scam.

Mrs K is being supported in making this complaint by a legal representative, but for ease, I'll only refer to Mrs K below.

What happened

The details of this complaint are well known to both parties, so I've only provided a brief overview below.

In the summer of 2023 Mrs K was approached via message about an online job opportunity boosting products for a well-known department store. Mrs K completed some checks on the opportunity and was happy to go ahead. Mrs K was asked to send money from her Revolut account to third parties and an account she held at a crypto exchange. In total she sent around £32,623 towards the online job opportunity. But she realised she had been scammed when she was repeatedly asked to pay additional fees to withdraw her commission.

Mrs K raised a claim with Revolut, but it said it hadn't done anything wrong and didn't offer her a refund. Unhappy with that response she brought her complaint to the Financial Ombudsman.

Our Investigator didn't think the complaint should be upheld. He said that Revolut stopped some of the payments here and provided warnings based upon Mrs K's responses to its questions. But he said the scammer was assisting Mrs K with the payments and told her to ignore Revolut's warnings. So, he didn't think it was likely Revolut could've uncovered the scam.

Mrs K disagreed and asked for an Ombudsman's review. She said Revolut failed to ask sufficiently probing questions nor provide appropriate warnings here. Mrs K said she wasn't being coached by the scammer to the extent that she wouldn't have listened to Revolut's further warnings if they had been provided.

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.

To be clear if there's a submission I've not addressed; it isn't because I've ignored the point. It's simply because my findings focus on what I consider to be the central issues in this complaint – that being whether Revolut was responsible for Mrs K's loss.

Having done so, I agree with the conclusions reached by our Investigator, and for largely the same reasons.

It isn't in dispute that Mrs K authorised various payments to the merchant. In line with the Payment Services Regulations 2017, consumers are liable for payments they authorise.

Revolut is expected to process authorised payment instructions without undue delay. But Revolut also has obligations to help protect customers from financial harm from fraud and scams.

I've reviewed the actions of Revolut here and although I think it could've done more to stop some of the payments to the crypto exchange, I don't think it providing further warnings in relation to crypto currency investments would've uncovered this scam. That's because this wasn't the scam Mrs K was a victim of here.

Revolut first stopped a £3,785.10 payment to an individual third-party on 08 August 2023 and asked Mrs K some questions about why she wanted to make that payment. Mrs K gave a payment reason of 'something else' and Revolut then asked questions and provided warnings around safe account scams and mentioned that trusted organisations would never tell her to lie and that fraudsters were known to be impersonating trusted online merchants. Mrs K said that none of the above applied and accepted that Revolut had told her that this could be a potential scam payment that it may not be able to recover if she proceeded. Mrs K then proceeded with the payment.

Revolut then stopped the same sized payment to another individual on the account on 09 August 2023 and the conversation was almost identical to the one Revolut had with Mrs K the day before.

In the chats between Mrs K and the scammer she was told to provide screenshots of her payment journeys and given advice on what to say – which Mrs K was happy to follow. I note the scammer said not to say her payment was for an investment in order to avoid one of the payments on 04 August 2023 being stopped, which explains why Mrs K told Revolut that the reason for all her payments was 'something else'. And when Revolut did advise Mrs K about the payment to one of the individuals might be a scam, Mrs K went back to the scammer in the chats and said what Revolut had told her. The scammer then reassured Mrs K that she was going to earn commission, and she was happy to proceed with the payment.

The above persuades me that even though Revolut should've stopped one or two of the larger payments to the crypto exchange and provided tailored warnings about crypto investments, I don't think this would've uncovered the scam. I think upon reading these Mrs K would've continued to update the scammer on her progress with the payments and provided screenshots of what was happening. Given that Mrs K was happy to not provide accurate payment reasons I think this would've likely continued if Revolut had asked more probing questions when she was making the payments to the crypto exchange. That, in turn, would've made it more difficult for Revolut to have uncovered that this was in fact a job scam. I've considered the questions Mrs K has raised that she says Revolut could've asked. But those questions would only uncover the scam if answered honestly and accurately. And from reading the scam chats I don't think that Mrs K answering those questions accurately was more likely to have happened.

I've also noted that Mrs K didn't just provide inaccurate payments reasons to Revolut. She also did this to one of her other bank accounts when asked why she was moving money between her accounts. So, there was a pattern here of Mrs K not providing accurate information to her bank account providers when they were intervening to make sure her money was safe.

I note that there appears to have been some suspicious activity in one of the wallets Mrs K set up for the job scam. Screenshots show money being received in this wallet in USDT from a crypto exchange after this scam was raised and withdrawn in GBP to one of Mrs K's bank accounts. Mrs K has said this was from a friend helping her financially. There was then further payments from Mrs K's other bank accounts in September 2023. When raising a

claim with one of her banks Mrs K said the payments weren't authorised but then said it was for an Investment through someone she was following on social media who talked her through the process and guided her step by step.

To be clear, even without considering the above evidence in relation to the suspicious activity in one of her wallets, I don't think Revolut would've more than likely uncovered this scam for the reasons I've already explained. However, I've provided it as further detail that some of the explanations Mrs K provided to her banks and this service were inconsistent and unreliable at times. As a result, I've decided on balance, that the evidence from the chats shows that Mrs K was happy to provide screenshots of the payment journey, report back to the scammer if there were any issues with sending her money and then follow the scammer's instructions and explanations that this wasn't a scam.

So, I don't think I can reasonably conclude Revolut treated Mrs K unfairly here.

Recovery

Revolut reasonably attempted the recovery of Mrs K's funds but no funds were available from the crypto exchanges as Mrs K moved that money to the scammer's fake platform. There were also push-to-card payments which wouldn't be covered by any chargeback rights here or any further recovery attempts.

My final decision

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs K to accept or reject my decision before 6 March 2026.

Mark Dobson
Ombudsman