

## The complaint

Mrs J complains that Revolut Ltd won't refund the money she lost when she was the victim of what she feels was a scam.

## What happened

In June 2025, Mrs J says she found out about an opportunity to invest with a cryptocurrency investment company. She says she was given access to the company's trading platform and shown how to purchase cryptocurrency, which she then sent on to the company.

I've set out the payments made from Mrs J's Revolut account, which she says are connected to the scam, below:

<b>Date</b>	<b>Details</b>	<b>Amount</b>
13 June 2025	To cryptocurrency exchange	£1,000
16 June 2025	To cryptocurrency exchange	£4,900
17 June 2025	To cryptocurrency exchange	£8,000
20 June 2025	To cryptocurrency exchange	£4,400
23 June 2025	To cryptocurrency exchange	£6,500
24 June 2025	To cryptocurrency exchange	£19,000
25 June 2025	To cryptocurrency exchange	£7,500
26 June 2025	To cryptocurrency exchange	£10,000
27 June 2025	To cryptocurrency exchange	£5,000
30 June 2025	Exchanged into cryptocurrency	£1,000
1 July 2025	Exchanged into cryptocurrency	£1,000
8 July 2025	To cryptocurrency exchange	£500
10 July 2025	To cryptocurrency exchange	£1,000
10 July 2025	To cryptocurrency exchange	£100
11 July 2025	To cryptocurrency exchange	£9,000

Mrs J says she was told she would receive significant returns on the investments she made, but she then wasn't able to withdraw her profits and realised the cryptocurrency investment company was a scam. She then reported the payments she had made to Revolut.

Revolut investigated but said it wasn't at fault for processing the payments she had authorised and had fulfilled its duty to protect her by showing scam warnings. So it didn't agree to refund any of the payments Mrs J had complained about. Mrs J wasn't satisfied with Revolut's response, so referred a complaint to our service.

One of our investigators looked at the complaint. They didn't think there was enough evidence to show that Mrs J had been the victim of a scam. So they didn't think Revolut should have to do anything further. Mrs J disagreed with our investigator, 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 don't think it would be fair to require Revolut to refund the payments Mrs J has complained about here. I'll explain why below.

Before our service considers whether a bank has done enough to protect its customers, we must first be satisfied that a customer has been the victim of a scam and has suffered a loss. But despite requesting evidence from her on a number of occasions and giving her sufficient opportunity to provide it, I don't think we have enough information or evidence from Mrs J here to safely conclude that the payments she has complained about were made as a result of a scam or that she has suffered a loss as a result of them.

Mrs J hasn't been able to provide any record of any communication she had with the cryptocurrency investment company. She also hasn't been able to provide any evidence of the company's trading platform she was given access to, or any documentary evidence to support that the payments she has complained about here were made for the purposes of an investment with a third-party company.

I appreciate she's said she has since deleted all her correspondence with the cryptocurrency investment company. But this still means we haven't seen any clear evidence of what the payments she has complained about were for, or that she was misled or deceived into making them.

The payments Mrs J has complained about were also made immediately following credits into her account for similar amounts to the payments that were subsequently made. And she's said these credits were the results of loans from either other banks or individuals. But she's not been able to provide any correspondence relating to these loans showing her agreements with the other banks or individuals, the basis on which the loans were provided or the repayment arrangements for them.

So I also don't think we've seen clear evidence that she was entitled to the funds she sent as a result of the payments she has complained about here, or that she has suffered a loss as a result of them.

I therefore don't think we have clear evidence about what the payments Mrs J has complained about are related to, or that she has suffered a loss as a result of them.

I appreciate that Mrs J's communication with cryptocurrency investment company took place some time ago now, and that it is not always possible to provide complete records of past communication. But I don't think it's unreasonable to expect Mrs J to have been able to provide more complete evidence of the circumstances surrounding the payments than she has been able to. And in any event, based on what we do have available, I don't think we have clear evidence of what the payments she made were for, or that she has suffered a loss as a result of them.

So I don't think I can safely conclude that the payments Mrs J has complained about were made as a result of a scam. And so I don't think it would be fair for me to require Revolut to refund any of the payments she made here.

**My final decision**

For the reasons set out above, I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs J to accept or reject my decision before 20 March 2026.

Alan Millward  
**Ombudsman**