

## The complaint

Miss E complains that Revolut Ltd won't refund money she lost when she was a victim of a scam.

## What happened

The background to this complaint is well known to both parties and so I'll only refer to some key events here.

Miss E fell victim to a job scam in 2025. As part of the scam, she purchased crypto using her Revolut account and forwarded it to a wallet address provided to her by the scammer.

Upon realising she'd been scammed, Miss E notified Revolut and raised a complaint. Revolut rejected it. The complaint was brought to the Financial Ombudsman, but our Investigator didn't think Revolut were responsible for Miss E's loss.

Miss E disagreed and so, the matter was passed to me to decide. I wrote to Miss E and said:

*"...I want to reassure you that I've taken everything you've said into careful consideration. I appreciate that when you made the payments you were experiencing some particularly challenging personal circumstances. I don't wish to diminish the impact these had on you in any way. I also fully accept that you're the innocent victim of a scam. I'm not trying to place any blame on you for what's happened. But I must consider whether Revolut are responsible for the loss you've suffered. And although there are certain obligations on Revolut to protect consumers and prevent losses to scams in certain circumstances, these are not absolute. And so, there are unfortunately occasions where a consumer will lose out but have no recourse to a refund. Having carefully considered what happened here, and while I know this won't be the outcome you're hoping for, I don't think Revolut are responsible for your loss. I therefore don't think Revolut have acted unfairly by not refunding the payments. I'll explain why.*

- The Financial Ombudsman can't consider the crypto withdrawals that you made from your Revolut account – as these aren't a regulated activity, nor are they ancillary to payment services. I can only consider the exchange of sterling to Ethereum transactions you made:*

Date	Amount	Exchanged to
06 December 2025	£310.00	ETH
06 December 2025	£720.00	ETH
15 January 2026	£2,000	ETH
15 January 2026	£100	ETH

- I've thought about whether these transactions were unusual or suspicious enough to have expected Revolut to have carried out additional checks before processing them. When considering this, I've kept in mind that Revolut process high volumes of transactions each day. And that there is a balance for Revolut to find between allowing customers to be able to use their account and questioning*

transactions to confirm they're legitimate – as it wouldn't be practical for Revolut to carry out additional checks before processing every transaction.

- *While I appreciate this is a lot of money to you, these transactions are relatively low value (particularly compared to the amounts Revolut processes). And here, I don't think the transactions – including the £2,000 one – was high enough whereby I consider Revolut ought to have [had] concerns you were at a heightened risk of financial harm. Nor do I think there was [a] payment pattern indicative of potential fraud or a scam that should've given them such concern either.*
- *Because of this, I don't think Revolut needed to carry out any additional checks before processing these transactions. Consequently, I can't fairly hold them responsible for the loss you've suffered.*
- *But even if I were to consider Revolut should've carried out additional checks before processing any of these transactions, I don't think this would've made a difference.*
- *This is because I'm aware Revolut did carry out additional checks before processing some of the crypto withdrawals. And while I cannot consider the appropriateness of those checks at that point of the scam journey (as they aren't a regulated activity), it gives me an indication of what would've likely happened if they'd carried them out similar checks before processing the exchange of sterling to crypto transactions (as per the above table).*
- *Sadly, as you've explained, you were being manipulated by the scammer into ignoring the warnings Revolut provided and being told how to respond to their questions (to ensure the payments were processed). Although I appreciate you followed the scammer's instructions as you genuinely believed the job opportunity was legitimate, I cannot hold Revolut responsible for that. They were reliant on you engaging with their fraud prevention checks openly and positively.*
- *As a consequence of the scammer's influence, I think it's most likely that you would've similarly followed their instructions even if Revolut had carried out additional checks before processing the exchange of sterling to crypto transactions. In turn, this would've prevented Revolut from uncovering the scam.*
- *Revolut couldn't have done anything to recover the funds upon being informed of the scam – as crypto withdrawals aren't reversible.*

*I can only direct Revolut to refund your loss if I think they are responsible for it. And although I sympathise with your situation, for the reasons I've explained, I don't think I can reach that conclusion here. I know you will be disappointed by this outcome - as you're suffering the full weight of the loss when you were clearly exploited by the scammer. But I'm afraid I think Revolut has acted fairly and so, I'm not going to tell them to do anything further.”*

Miss E requested a final decision on her complaint.

### **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'm sorry Miss E has been the victim of a scam, and I don't underestimate the impact this has had. I therefore understand why Miss E would do everything she can to try and recover her loss. But having given Miss E's complaint further thought, and in the absence of any additional points for my consideration, I see no reason to depart from the above.

I know Miss E will be disappointed by this but, as I've explained, I don't think the transactions she made (sterling exchanged to crypto) as part of the scam were unusual or suspicious enough whereby I consider it warranted Revolut to carry out additional checks before processing them. But even if Revolut had, based on Miss E's interactions at the point of the crypto withdrawals, I don't think this would've made a difference. I consider it most likely that, as a consequence of the scammer's manipulation, Revolut wouldn't have become aware of the true circumstances surrounding the transactions – thereby preventing them from uncovering the scam. And so, I think Miss E would've still gone ahead and made them.

Crypto withdrawals aren't a regulated activity and so, it isn't something I can consider. That said, the irreversible nature of crypto transactions meant there was no method of recovery here. I therefore don't think Revolut could've done anything more upon being notified of the scam to recover the funds.

I appreciate Miss E will be disappointed by this outcome. But for the reasons I've explained, I don't think Revolut are responsible for her loss. I therefore think Revolut have acted fairly and so I'm not going to tell them to do anything further.

### **My final decision**

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss E to accept or reject my decision before 10 April 2026.

Daniel O'Dell  
**Ombudsman**