

The complaint

Ms R complains that Wise Payments Limited will not reimburse the funds she says she lost to a scam.

What happened

The background to this complaint is well known to both parties so I will not repeat it all here.

In summary, Ms R says she made a payment of £7,500 in June 2025 as a result of a cryptocurrency investment scam. She later reported the matter to Wise but it did not uphold the complaint.

Our Investigator did not uphold the complaint because she thought there was insufficient evidence of a scam. And as Ms R did not accept what the Investigator said, the complaint has been passed to me for a final decision.

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.

In broad terms, the starting position in law is that Wise is expected to process payments and withdrawals that a customer authorises it to make. There is no dispute here that Ms R authorised the payment. And in accordance with the Payment Services Regulations and the terms and conditions of the account, she is responsible for the funds she says she lost.

However, taking into consideration the relevant regulatory rules and guidance, codes of practice and good industry practice, Wise should take steps to help protect its customers from financial harm resulting from fraud or a scam. But Wise does not have to intervene with authorised payments, and I cannot fairly or reasonably hold it responsible for alleged losses if there is no fraud or scam. So, the first matter to decide is whether Ms R made the payments as a result of a scam.

Due to the limited information that has been provided, it is difficult to know exactly what was discussed and agreed between Ms R and the alleged scammer. Ms R has provided evidence that the investment firm she says the payment was made to is mentioned in the Financial Conduct Authority's warning list. However there is no evidence to show that the payment was made to this firm, or of any conversations Ms R had with the alleged scammer that led to the sending of the funds. All I can be sure of is that Ms R made an international payment from her account with Wise and the beneficiary details she entered indicate it was made to an account in her own name. Overall, there is insufficient evidence available to satisfy me that the payment was made as a result of a scam.

I appreciate that Ms R took out a loan to fund the payment and she told us that she has experienced severe financial difficulty. While I sympathise with Ms R, I must put aside my feelings and consider the matter impartially. Having carefully considered all that's been provided I cannot fairly or reasonably direct Wise to reimburse Ms R because I'm unable to

determine a loss was suffered as a result of a scam.

My final decision

For the reasons outlined above, my final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms R to accept or reject my decision before 22 April 2026.

Oluwatobi Balogun
Ombudsman