

The complaint

Mr S complains that Revolut Ltd didn't pay him a 'refer a friend' award.

What happened

The circumstances that led to this complaint are well known to both parties, so I won't repeat them in detail here. But, in summary:

From time-to-time Revolut offer its customers the chance to 'refer a friend'. If that friend has never held a Revolut account before, opens a new account using the 'refer a friend' link and performs certain activities within a defined period, a cash reward will be paid to the referrer.

Mr S has an account with Revolut, and he referred a friend earlier this year. But Revolut says the qualifying criteria was not met and it didn't initially pay the £40 reward.

While the complaint was being looked into by our investigator it was established that the referral reward had eventually been paid to Mr S. But he didn't think this resolved the matter. He said that having to pursue the matter via a complaint had caused him a lot of stress.

Our investigator considered what Mr S had said. While she accepted the delay in receiving the reward payment had been caused by a technical issue at Revolut's end, she didn't think any inconvenience Mr S had suffered warranted a compensation award.

Mr S didn't agree and he asked for his complaint to be reviewed by an Ombudsman. So, it's been passed to me to decide.

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.

Mr S has now received the £40 referral reward payment, so I don't need to make any findings on this.

What is in dispute and what I've considered here is whether Revolut should also pay Mr S a compensation award for the time he spent pursuing the referral reward and the stress this caused him. But, having thought carefully about what happened, I'm reached the same overall conclusion as the investigator. I know Mr S will be disappointed, so I'll explain why.

When our service finds a business has made a mistake or provided poor service, we seek to put the customer back in the position they would have been in had the issues not occurred. As Mr S has now received the £40 referral reward, he is back in the position he should have been in.

I appreciate that Mr S has said that had he not pursued a complaint, he may not have received the reward. But complaints - by their nature, can be time consuming. But it doesn't mean that a compensation payment is always due. We all experience some inconvenience

at times in our day-to-day lives – and a certain level of frustration and annoyance is unwelcome but to be expected.

I've considered the individual circumstances of this complaint, and I'm persuaded that Revolut caused some inconvenience for Mr S. But I'm not persuaded that the impact of the inconvenience he experienced was more than someone would expect to experience as part of everyday life. As such, it follows that I don't find what happened here warrants a compensation award. So, I won't be telling Revolut to take any further action in respect of this complaint.

My final decision

For the reasons given, I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 20 May 2026.

Sandra Greene
Ombudsman