

complaint

Mr K complains that Revolut Ltd allowed a payment that created a negative balance on his account. He also complains about difficulty contacting Revolut to find out what was going on.

background

Mr K has a prepaid card with Revolut that he uses to make a monthly overseas payment. He unfreezes and freezes the card either side of the payment.

In June 2018 the payment failed, and the merchant tried to take it again. Revolut allowed the second payment, and the first was eventually successful too. But the two payments meant Mr K's account had a negative balance.

The additional payment was refunded to Mr K from the merchant. But in the meantime, Mr K had difficulty contacting Revolut to find out what was going on.

Our investigator recommended the complaint should be upheld. From what he'd seen, he thought it was likely that the first payment failed because of technical issues experienced by Revolut.

The investigator said Revolut should pay £26 to cover Mr K's overseas phone calls, and £50 for the trouble and upset caused. Revolut didn't agree with the investigator's conclusions and asked for an ombudsman to review the complaint.

my findings

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

Where the evidence is incomplete, inconclusive or contradictory (as some of it is here), I reach my conclusions on the balance of probabilities – that is, what I think is most likely to have happened in light of the available evidence and the wider surrounding circumstances.

Revolut says its technical issues didn't occur until after the day on which Mr K tried to make his payment. But I note that when Mr K tried to find out what had happened in an online chat with Revolut, he was told:

'Recently, our third party processor experienced an issue affecting card payments... The issue was that our payment processor was experiencing severe latency which was delaying data being extracted from merchants. Because it was taking too long to pull the data, this caused card payments to time out and then ultimately fail. We are genuinely sorry for any trouble this has caused you.'

Revolut gave the same information to Mr K in its written response to the complaint he made.

So despite what Revolut has since told me, on balance I think it's likely that the first payment failed because of technical issues experienced by its third party processor.

I accept that the account's terms and conditions mean Revolut isn't responsible for loss arising from reasons beyond its control, including the failure of a third party.

But when Mr K tried to find out what had happened, I can see that it was difficult for him to make contact with Revolut and to get a proper explanation of what was going on with his account.

So in the circumstances, I think the compensation suggested by the investigator is fair and reasonable.

my final decision

My decision is that Revolut Ltd should pay £76 to Mr K.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr K to accept or reject my decision before 12 July 2019.

Caroline Stirling
ombudsman