

The complaint

Ms R complains that Revolut Ltd has been unable to trace a payment she made to her account.

What happened

Ms R says she sent money to her Revolut account via a business I will call “P” in December 2019. She says her old bank account details were saved on her P account and so the money didn’t reach her Revolut account. Ms R says she has asked Revolut to find and return her money, but it hasn’t. She says P has told her there is nothing it can do. She would like the money - £762 refunded and says it is an offence to have an open account in her name without her knowledge.

Revolut says it told Ms R in March 2019 that her account details were changing as it no longer worked with a support company I will call “PT”. It says Ms R must have known that as she used the new account details and says it was her responsibility to check the account details before sending the money from P. Revolut says it doesn’t have a business relationship with PT and so has no way of checking if it received the money or returning it. It says Ms R needs to go back to both P and PT.

Ms R brought her complaint to us and our investigator upheld it. The investigator thought Ms R had been told about the account change but wasn’t told what could happen if the old details were used. And didn’t think Revolut had done enough to help Ms R or find her money. The investigator recommended Revolut should ask PT to find the money and if it could not then refund it and pay Ms R £100 compensation.

Ms R accepts that view but Revolut does not and says it isn’t responsible for what took place and can’t help any further.

My provisional view

I have come to the provisional view that I didn’t uphold this complaint.

I said I was satisfied that Revolut told Ms R in around March 2019 that her account details were changing, and I also thought she must have known that as I could see she used those new details. I said the problem was caused by her account with P which had saved her old account details.

I thought it was Ms R’s responsibility to check those details and make sure they were correct and that Revolut would not have known that Ms R had saved incorrect details. I appreciated the investigator’s view that Revolut could have done more to warn Ms R about using the old account details. But I thought it ought reasonably to have been obvious that by using old account details, that there would be a risk that the money would not find its way to the correct account. And I thought in any event, even if Revolut had warned Ms R about the risk of using the old details, this was likely to have been a mistake and Ms R didn’t realise the account details were the previous ones. So, I didn’t think any warning would have avoided this situation.

I thought provisionally that as Revolut no longer has a business relationship with PT then it's impossible for it to trace the money or ask PT to return it to Ms R. I was satisfied that Revolut doesn't have the money and it can't be responsible for the actions of a separate business entity.

I appreciated Ms R is without a significant amount of her money and I said I hoped Revolut would consider asking PT to look into the location of this money. I accepted Revolut can't force PT to look into matters but equally I couldn't see why it couldn't ask it on a voluntary basis to try and help one of its customers. I also thought Ms R would need to go back to both PT and P as they are the businesses involved in this transaction.

Overall my provisional view was that this was a transaction authorised by Ms R and that the money didn't reach Revolut. In those circumstances I didn't think Revolut made a mistake or acted unfairly by telling Ms R that it couldn't help her in the return of the money.

Ms R has replied to my provisional decision and says she has found the e-mail from Revolut telling her about the change to the account details but says it ought to have closed the account to prevent this sort of situation taking place.

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 have come to the same overall view that I reached in my provisional decision.

I appreciate Ms R says that Revolut ought to have closed her account. But I don't think it was or could be responsible for another business's decision. I also don't think Revolut could have closed the account and that it told Ms R not to use the old account details.

I made clear in my provisional decision that I hoped Revolut would ask PT to look into matters, but I think Ms R will need to take up her complaint with PT and P.

My final decision

My final decision is that I don't 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 28 May 2021.

David Singh
Ombudsman