

## **The complaint**

Miss S is unhappy with the way Revolut Ltd handled some e-money transfers she requested.

## **What happened**

Miss S has explained that she was due to travel abroad on 9 July 2019 and return back to the UK the next day. So, prior to travelling, she arranged, through Revolut, to transfer money from an account she held with a bank in the UK (which I'll call bank account A), to her Revolut account. In total, the money she looked to transfer was £310 – made in three separate transfers – which were £200, £50 and £60.

A transfer of these three amounts was completed successfully – with this £310 entering the Revolut account for Miss S to use, as she had requested. So, there was no issue with this.

But a technical error occurred – which meant that the three amounts which were debited from bank account A were taken for a second time. This meant that once the technical error had happened, £620 has been transferred out of bank account A. Miss S said that because an extra £310 had been taken from bank account it entered its overdraft facility, and interest was incurred on this, that she would have to pay.

And, Miss S said the removal of an additional £310 from bank account A had additional implications for her. Miss S noted that because bank account A was left with no money, she didn't have the funds she planned to use for expenses during her trip. And so, she had experienced additional trouble, upset and inconvenience both in the UK and abroad.

Because Miss S was unhappy, she raised a complaint with Revolut. She said Revolut should have contacted her to tell her about the duplicate funds that had been taken, rather than her having to reach out to it. And, Miss S didn't think Revolut had worked to return the money quickly enough, leaving her with the above difficulties.

Revolut accepted there had been a technical error with one of its partners. And this partner was the one who processed the transfers. Revolut said it wasn't able to tell Miss S the funds had come out of her account twice, because the error was on its partner's side. But it said that as soon it was aware of the problem, it worked with its partner to return the incorrect transfers back to the original accounts. And in Miss S' case, the duplicate funds were returned efficiently, with the return having been processed on 9 July 2019.

When speaking to Miss S on its online chat function, Revolut said that if Miss S had incurred any interest as a result of the duplicate payments taking her into an overdraft facility, she should send it her bank statement showing this charge, and it would refund this. And as part of its complaint response, it offered Miss S £100 compensation in recognition of the mistake that had occurred, and a refund of three months of her premium account subscription fee, which was £20.97.

Miss S remained unhappy with Revolut's response. So, she referred her complaint to this service for an independent review.

Our investigator considered this complaint and thought Revolut had taken fair and reasonable action to resolve Miss S' concerns. She noted the terms and conditions of the account said that Revolut couldn't be held responsible for an error caused by a third party, such as its partner.

But she considered that Revolut had acted fairly by working with its partner to get the funds returned quickly. And she thought the offer of £120.97 in total was fair and reasonable compensation for the error.

Miss S didn't agree. She said Revolut had a responsibility to let her know the payment had been debited twice, rather than her having to contact it. And, she didn't think the compensation offered was enough to reflect the trouble and upset caused to her.

Because Miss S remained in disagreement, this complaint has been referred to me to decide.

I issued a provisional decision on this complaint, detailing my thoughts. In this I said;

*"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'm not intending on upholding this complaint. But my reasoning as to why is somewhat different to that of our investigator. So, I've explained what my current thoughts are, and why, below.*

*I've reviewed a bank statement Miss S has provided for bank account A, running from the beginning of July 2019, to just after it's explained the duplicate payments occurred. On doing so, I can see that duplicate payments of £200, £50 and £60 were removed from this account on 8 and 9 July 2019. And, looking at the balance of the account at this time, I'm aware this did take the account into its overdraft.*

*Revolut also accepts this happened. And has said the reason the duplicate payments were taken, was because of a technical error with its partner. Given that it is accepted that an error occurred, whether as a result of its partner or not, I've just needed to consider whether Revolut acted fairly and reasonably when looking to put things right. And, based on what I've seen, I think it did.*

*I've been able to review conversations between Miss S and Revolut that took place on its online chat facility. And I can see that Miss S contacted Revolut on 9 July 2019 about the duplicated transactions. When speaking to Miss S, Revolut immediately apologised for the problem, explained it was aware of the issue, and confirmed it was working with its partner to put the problem right. And later that same day, when again talking to Miss S, it confirmed the payments had already been refunded to her on its end, so should appear back into her account shortly.*

*I can appreciate why Miss S is unhappy the duplicate transactions happened in the first place, and of course, taking the funds twice shouldn't have happened. On recognising the error with its partner, I would expect Revolut to look to remedy the problem quickly. And I'm satisfied it did. The refunds were processed and returned within a day of the problem occurring.*

*In addition to this, Revolut did recognise that putting Miss S into her overdraft for that period may have caused her to incur interest on bank account A. And so, it did let Miss S know that she could provide a bank statement showing any interest that occurred as a result of the duplicate transfers and confirmed it would refund this interest to her. I do think this was a fair*

*action to take, given that if Miss S had incurred interest in respect of this, it would have put her at a financial loss.*

*I haven't seen that Miss S has provided any bank statement to Revolut, showing interest charged as a result of the duplicate payments, or that any interest charged goes over and above the compensation it has now offered her. So, I don't intend on requiring Revolut to do anything more here.*

*In terms of the compensation offered to Miss S, Revolut has offered a total of £120.97 – with £20.97 of this being a refund of three months subscription fee. I've thought carefully about whether this is fair and reasonable compensation in the circumstances. And I think it is.*

*I appreciate Miss S feels that Revolut should have reached out to her to explain some duplicate funds had been taken, rather than her having to contact it. But, Miss S contacted Revolut so shortly after the issue occurred, that she was aware of the problem quickly, and what was being done to sort it. So, I don't think the fact she contacted Revolut in the first instance, rather than the other way around is in itself unfair or means further compensation would be reasonable in this case.*

*As above, I'm also satisfied that as soon as Revolut was aware of the problem it did quickly look to resolve the matter and returned the funds the same day. So, it took as much action as it could, to ensure the problem was resolved. And the problem was a short term one.*

*It is clear from the online chat history, including Miss S' explanation about problems with onward travel from the airport, that she was distressed and inconvenienced for the short time before the problem was resolved. And taking into account the above, I think £120.97 compensation reasonably recognises the trouble and upset caused during this time. So, I don't intend on requiring Revolut to pay anything more."*

Neither party responded to my provisional 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.

I haven't received any comments or evidence from either party, that changes my thoughts on the outcome of the case, or the reasoning around this outcome. As such, my final decision remains the same as noted in my provisional decision.

### **My final decision**

Given the above, my final decision is that I'm satisfied Revolut Ltd's offer as detailed below is fair;

- £100 compensation;
- Three months refund of the £6.99 subscription;

It's my understanding that Revolut has already paid this to Miss S. But if it hasn't already done so, it should do so.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss S to accept or reject my decision before 11 August 2021.

Rachel Woods  
**Ombudsman**