

The complaint

Mr K complains that Revolut Ltd did not refund all of the transactions he disputed.

What happened

Both parties are aware of the circumstances of the complaint, so I won't repeat them in detail here. In summary, Mr K raised a disputed transactions claim for a series of transactions that took place between March and May 2022. Revolut did not agree that there was evidence of fraud on the account so declined to refund the transactions in question.

Mr K referred the complaint to our service and our Investigator looked into it but did not agree the transactions should be refunded. They felt that it was more likely Mr K did not authorise the transactions himself, but that he had been grossly negligent when he did not safeguard his card and personal information, which was a breach of Revolut's terms and conditions.

Mr K disagreed and the complaint was referred to me. I issued a provisional decision in which I said:

I've considered whether it was reasonable for Revolut to hold Mr K liable for the transactions in question based on the information that was available to them at the time. And based on what I've seen so far, I think it was.

As Revolut has pointed out, the transactions in question matched the general spending habits of Mr K and were not for large amounts, which is not typical of the spending on a compromised card. And the transactions spanned a relatively long period of time, during which Mr K accessed his mobile banking and made transfers from the account, so could have seen the transactions in question. Revolut has said this means it is unlikely fraud has occurred on the account.

In addition to this, three of the transactions which Mr K flagged on 16 May 2022 as fraudulent and formed part of the chargeback claims were 'card present' transactions with one of them being chip and pin. This means the physical card had to be used as part of the transaction. Mr K has been clear and consistent that his card was not taken and no other individuals knew his PIN number. Because of this, I can understand why Revolut has therefore not relied on Mr K's testimony that another individual carried out these transactions, as they can see that at least three of them had to be carried out by Mr K himself.

On balance, based on what I've seen so far, I currently think that it was reasonable for Revolut to hold Mr K liable for the transactions, based on the information that was available to them at the time. So I don't currently think that Revolut needs to refund the transactions to Mr K.

Neither Revolut or Mr K responded with any additional comments or evidence for me to

consider.

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.

As neither party put forward any additional comments or evidence for me to consider, I see no reason to depart from the findings in my provisional decision. So, for the reasons set out above, I do not direct Revolut to refund the disputed transactions.

My final decision

I do not uphold Mr K's complaint against Revolut Ltd.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr K to accept or reject my decision before 29 September 2023.

Rebecca Norris
Ombudsman