

The complaint

Mr P complains about the way Revolut Ltd handled his claim for reward payments under its Refer a Friend scheme.

What happened

In April 2023 Revolut started a new Refer a Friend campaign, which offered a reward of £70 for each person referred. Mr P decided to refer eight friends and he received a reward for the first five friends he referred. But he was disappointed when Revolut said he'd received the maximum reward under the scheme and he wasn't entitled to any more. Mr P believed he'd lost out on £210 so he complained.

Revolut said Mr P was able to refer any number of people but once he received five rewards for five successful invitees during one campaign cycle, the campaign would automatically stop. It said this information was contained in its app, on its help page and in the terms and conditions of the promotion. Although it didn't uphold his complaint, Revolut decided to pay Mr P £50 as a gesture to thank him for contributing to the growth of its community. Mr P wasn't happy so brought his complaint to this service.

Our investigator didn't uphold the complaint. She didn't think Revolut had made an error and thought it had a right to rely on its terms and conditions.

As Mr P didn't agree, his complaint has been forwarded to me to make a final 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.

Mr P doesn't think Revolut made it sufficiently clear he would only be entitled to a maximum of five rewards despite the number of referrals he made. So, I've looked at the information Revolut made available to its customers about the promotion. That included an email it says it sent to Mr P that explained how the promotion would work. The email explains how to invite friends and notes that "You can refer up to 5 friends". And at the bottom it says Revolut would reward Mr P with "£70 for each friend that meets the criteria above, up to 5 sign-ups".

The above email also included a link to the terms and conditions for the promotion. One of those terms is that the maximum number of people who can be referred is five. And if more than five people are referred, the person making the referrals would not be paid more than five rewards.

Mr P says he's never seen either of the above documents and he couldn't remember seeing anything about there being a limit on the number of rewards he could receive. But from the information I've seen, and in the absence of any contrary evidence, I'm satisfied the information Revolut made available to its customers did include reference to receiving a maximum of five rewards.

I acknowledge Mr P's strength of feeling on this matter. He said he feels as though Revolut has been misleading and has taken advantage of him as he's referred eight people but he's only been rewarded for five of them. But, from the information I've seen, I think Revolut made it sufficiently clear in the terms and conditions and other promotion material that Mr P would only be entitled to five rewards despite the number of referrals he made. So, I don't think Revolut has treated him unfairly.

My final decision

For the reasons set out above, I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr P to accept or reject my decision before 7 September 2023.

Richard Walker
Ombudsman