

The complaint

Mr W complains that Revolut Ltd won't refund the money he lost when he was the victim of a scam.

What happened

In early 2022, Mr W says he was looking for a property to rent. He says he found one he liked on a social media marketplace, contacted the landlord and was shown around the property via a video call. He then made a series of payments from his Revolut account to account details the landlord gave him, in order to secure the property. But when he then went to move into the property, there was no property at the address he was given and so he contacted Revolut and asked it to refund the money he had lost.

Revolut investigated but said there were no signs of unauthorised login attempts or suspicious activity on Mr W's account. And it said Mr W was shown a warning when setting up the first payment, which he acknowledged. It didn't think there was evidence of unauthorised or fraudulent activity on Mr W's account, so didn't agree to refund the money he had lost. Mr W wasn't satisfied with Revolut's response, so referred a complaint to our service.

One of our investigators looked at the complaint. They said that Mr W had given significantly different versions of what happened to our service and Revolut, and that he hadn't provided clear evidence that a scam had taken place. So they didn't think it would be fair to require Revolut to refund the payments Mr W had made. Mr W disagreed with our investigator, so the complaint has been passed to me.

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 don't think it would be fair to require Revolut to refund the payments made out of Mr W's account. I'll explain why below.

Mr W has given our service and Revolut significantly different explanations of what happened when these payments were made – including initially saying the payments were made after his phone was stolen, then saying the payments were made by him due to threats by the landlord, and then saying he made the payments but the property he thought he was paying for didn't exist.

And while Mr W has now accepted that what he initially told Revolut about what had happened was incorrect, he hasn't sent us clear evidence to support what he is now saying happened. None of the evidence he's sent us shows that the payments he made were for a deposit or maintenance on a property. He hasn't sent us anything to show that he was told he had to pay upfront in order to secure the property or to reduce the amount of rent he would pay. And we haven't seen any evidence to show that the property wasn't provided to him.

So I don't think we have enough evidence to say that Mr W has been the victim of a scam here. And so I don't think it would be fair to require Revolut to refund the payments made from his account.

My final decision

I don't uphold this complaint.

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

Alan Millward
Ombudsman