

## **The complaint**

Miss L complains that Revolut Ltd (“Revolut”) won’t refund over £9,500 she lost to an employment scam beginning in January 2023.

The details of this complaint are well known to both parties, so I won’t repeat everything again here. Instead, I will focus on giving the reasons for my 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.

Having done so, I agree with the conclusions reached by the investigator for the following reasons:

- It isn’t in dispute that Miss L authorised the disputed payments she made to her crypto wallet from her Revolut account (where her funds were subsequently transferred on to the scammer). The debit card payments were requested using her legitimate security credentials provided by Revolut, and the starting position is that firms ought to follow the instructions given by their customers in order for legitimate payments to be made as instructed.
- However, I’ve considered whether Revolut should have done more to prevent Miss L from falling victim to the scam, as there are some situations in which a firm should reasonably have had a closer look at the circumstances surrounding a particular transfer. For example, if it was particularly suspicious or out of character.
- I appreciate that overall, Miss L has lost over £9,500 which is a significant amount of money. But this amount wasn’t paid in one large or ‘out of character’ transaction. It was spread over 13 smaller payments across the space of three months, which, in my judgment, would not have appeared particularly unusual or suspicious. First, there was no account history for Revolut to compare the payment against to see if it was out of character, as the account had only recently been opened. Secondly, I don’t think there was anything about the value or frequency of the payments that would have indicated a heightened risk of financial harm either, as all of the transactions were for under £2,000. So, I’m not persuaded there was anything that ought reasonably to have triggered Revolut’s fraud monitoring systems, or that would have indicated Miss L was in the process of being scammed. I therefore don’t consider it can fairly be held responsible for failing to prevent the scam.
- I also don’t think there was anything more Revolut could’ve done to recover the money Miss L lost either. A chargeback claim would’ve had little prospect of succeeding, for example, given she would’ve received the asset she had purchased (i.e. the cryptocurrency). So, I don’t think Revolut has acted unreasonably by deciding not to pursue such a claim.

I appreciate this will likely come as a disappointment to Miss L, and I’m sorry to hear she has

been the victim of a cruel scam. However, I'm not persuaded Revolut has acted unfairly in these circumstances.

**My final decision**

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss L to accept or reject my decision before 13 May 2024.

Jack Ferris  
**Ombudsman**