

The complaint

Ms B complains that Revolut Ltd (“Revolut”) won’t refund over £9,000 she lost to an employment scam.

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 Ms B 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 Ms B 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 out of character.
- It’s accepted that some of the payment activity on Ms B’s account was considered unusual given that it did trigger Revolut’s fraud prevention systems and was automatically blocked pending further enquiry – such as the payments she attempted on 25 June 2023. I appreciate there were some payments made the day before this, but I don’t think they would’ve appeared unusual enough to warrant any form of intervention or warning from Revolut. Accordingly, it’s just a question of whether Revolut went far enough with its intervention when it later spoke to Ms B.
- I can see that Revolut did warn Ms B about the risks of buying cryptocurrency, and I accept it could have arguably given a more impactful and specific warning about cryptocurrency investment scams given it would’ve known that this was what she was buying. But even if it had, I’m not persuaded this would have ultimately prevented the scam or any further loss.
- When Revolut spoke to Ms B through its in-app chat, it asked her what the payment was for. And although Ms B was under the impression she was buying cryptocurrency to send on as part of her job, she misleadingly told Revolut that she was *investing* in cryptocurrency. Revolut asked further questions about this, to which Ms B said she had been able to successfully withdraw some of her investment, and that she had been investing for the past six months. So, it’s clear Ms B was not providing upfront and

honest answers in response to Revolut's questions, as she didn't tell it about the job she had been recruited to do that involved her buying cryptocurrency. And it was the responses Ms B gave to Revolut's questions that gave it reassurance she wasn't at a heightened risk of financial harm.

- As a result, I'm not persuaded any clearer questioning or cryptocurrency investment scam warning would have likely revealed the scam, as this wasn't the type of fraud Ms B was falling victim to. Revolut was also effectively prevented from providing a tailored scam warning in these circumstances, as Ms B did not disclose that she was buying cryptocurrency as part of her job. I therefore do not consider it would be fair and reasonable to hold Revolut liable for failing to provide a tailored scam warning.

I appreciate this will likely come as a disappointment to Ms B, and I'm sorry to hear she has fallen victim to such a cruel scam. However, I don't think Revolut can fairly or reasonably be held liable for her loss 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 Ms B to accept or reject my decision before 1 May 2024.

Jack Ferris
Ombudsman