

## The complaint

Miss N complains Revolut Ltd didn't assist her in recovering an international payment she'd made. She believes it's responsible for the distress and inconvenience caused, as well as her missing out on an investment opportunity.

## What happened

Miss N made an international payment (for an investment opportunity) from her account on 11 July 2023, understanding that the payment would be with the beneficiary the next business day. She became concerned when the payment hadn't arrived at its destination and contacted Revolut the same day. It told her the payment was pending, however, it had now completed the transfer.

A couple of days later, Miss N was concerned that there was still no word on receipt of the funds at the beneficiary's end, so she contacted Revolut again. She had a conversation with its agent via its online chat facility. Revolut confirmed it had sent the payment and therefore it couldn't be cancelled. It suggested Miss N contact the beneficiary for more information and return of funds if necessary.

Miss N later reverted to Revolut. It told her the payment had been rejected by the beneficiary bank. Miss N wanted to know when she'd get her money back. Revolut said it could take up to 20 business days and if she wanted to know why the payment had been returned, she should contact the receiving bank. Miss N didn't think this was helpful. She explained the reason for the rejection wasn't her main concern and what she wanted to know, was the location of her funds and who was benefiting from the interest. She asked Revolut to put a trace on the payment and for someone to call her to discuss this issue.

Revolut continued to refer Miss N to the beneficiary bank, and she escalated the matter as a complaint. She didn't think Revolut was doing enough to help her. She told it she was stressed, not sleeping and the lack of customer service was having a detrimental effect on her well-being and on the relations with the party she'd been trying to pay.

Revolut received the funds and it credited Miss N's account on 26 July.

In the meantime, Revolut investigated and issued its final response. In summary it said it had processed the transaction according to Miss N's instructions, and since it had been the beneficiary rejecting the transfer, it was advisable for her to contact them to try to find the reason. It went on to explain that such reversals can take up to 20 business days to be processed and therefore it couldn't have done anymore until the money was in its possession.

Miss N didn't agree - she referred her complaint to us. One of our investigators looked into what happened. She found no error with how Revolut had handled the payment, but she did think its customer service had fallen short, in its failing to call when Miss N had requested. To put things right, she suggested Revolut pay £150 to settle the complaint.

The investigator noted Miss N had also raised concerns about a Data Subject Access Request she'd made but said Revolut didn't have a record of this. So, if she wanted information, she would need to contact it and it would process it for her.

While Revolut agreed with the recommendation, Miss N didn't so her case has come forward for a 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.

I'm sorry to hear about Miss N's personal circumstances. I hope her situation improves.

One of the key things to note here is that Miss N made the payment herself. She did so online and without any input from Revolut. Revolut's obligation was to make that payment in accordance with the details provided. While the payment was initially pending, it was completed in accordance with her instructions, as the tracking information shows it got to the beneficiary bank on 12 July. Given this, I don't find a mistake by Revolut in sending the transfer.

When the payment didn't credit the intended account, it was perfectly reasonable for Miss N to go back to Revolut, to see if it had any further information. I consider Revolut dealt with that enquiry correctly. It looked into things and told her the payment was showing as having been rejected by the beneficiary bank. This is also supported by the payment records I have seen. Revolut gave her realistic timescales for return of her funds, bearing in mind that was not within its control. I appreciate finding out exactly where the money was in the chain would have been nice, but it wouldn't have resulted in them coming back any quicker.

Revolut says that the funds were returned to it on 26 July. Given it credited Miss N's account the same day I don't find there were any undue delays.

Notwithstanding the above, I agree with our investigator that not all of the service provided was good. The online chat shows Miss N asked for someone to call her multiple times and it not acting on that request this exacerbated her frustration. But £150 does in my view recognise the impact of this. I appreciate Miss N has said she was distressed and unwell, but I think a lot of this was to do with the payment not landing where it needed to. However, none of this was within Revolut's control. So, I'm not going to require it to increase the amount of compensation or find that it's responsible for her loss of investment opportunity.

### **My final decision**

My final decision is that Revolut Ltd should pay Miss N £150 to settle her complaint. I make no other award or direction.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss N to accept or reject my decision before 26 February 2024.

Sarita Taylor  
**Ombudsman**