

The complaint

Mr Y complains that Revolut Ltd will not refund him money he says he lost to a scam.

What happened

The circumstances of this complaint are well known to both parties, so I will not repeat them all again here in detail. But I will provide an overview of events below.

Mr Y has told our Service, *"I tried to buy bitcoin mining software, and I was scammed. I didn't get anything. I asked Revol[u]t to dispute the transaction and they said sorry, they couldn't do it."*

Mr Y used his Revolut debit card online to make the transaction concerned, which amounted to £236.85. This payment was made to a money remittance company which I will refer to as W in this decision. Mr Y asked Revolut to raise a chargeback against W, which it did. W defended the chargeback, and Revolut decided not to take the matter further. Unhappy with this, Mr Y raised a complaint which he also referred to our Service.

One of our investigators considered the complaint and did not uphold it. As Mr Y did not accept the investigator's findings, this matter has been passed to me to make a decision.

What I have 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 reasons I set out below.

But first, I would like to say at the outset that I have summarised this complaint in far less detail than the parties involved. I want to stress that no discourtesy is intended by this. If there is a submission I have not addressed, it is not because I have ignored the point. It is simply because my findings focus on what I consider to be the central issues in this complaint.

Based on the evidence before me, I am unable to safely conclude that Mr Y was scammed. However, even if I were to accept that proposition, I am not persuaded that Revolut could have done anything – given the circumstances – to protect Mr Y from the scam. That is to say, I am not persuaded that Mr Y's £236.85 payment to W should have 'triggered' Revolut's systems and resulted in it speaking to him before processing the payment. I say this because the transaction: was not significantly high in value, it did not follow an out of character pattern, and it was made to a legitimate money remittance company. Further, I cannot see any other reason as to why Revolut should have intervened in the payment and spoken to Mr Y before releasing it.

I can see that Revolut raised a chargeback in this matter, which W defended. Having considered W's chargeback defence, I consider that Revolut acted fairly and reasonably by

not pursuing the chargeback further. I say this because the money remittance company that Mr Y's payment went to – in this case, W – carried out their services as intended. In other words, if Mr Y was in fact scammed, this was not the fault of W, as they simply processed Mr Y's payment and transferred it to the beneficiary concerned. It follows that, to my mind, Revolut made a fair and reasonable decision not to pursue the chargeback against W, as it had little chance of success under the relevant chargeback scheme for the reasons I have already given.

Taking all the above points together, I am satisfied that Revolut has not done anything wrong in the circumstances of this complaint. Therefore, I will not be asking it to do anything further.

My final decision

For the reasons set out above, my final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr Y to accept or reject my decision before 2 February 2024.

Tony Massiah
Ombudsman