



Denis Lejeune <denislejeune53@gmail.com>

Formal Complaint as Scam Victim - Revolut Ltd Ref: 211684884

1 message

Denis Lejeune <denislejeune53@gmail.com>
Répondre à : contact@denislejeune.fr
À : complaint.info@financial-ombudsman.org.uk

2 juillet 2025 à 14:53

Dear Financial Ombudsman Service,

I am submitting a formal complaint as a **victim of fraud involving Revolut Ltd** (FCA Ref: 900562), despite not being their customer.

Case Details:

- Fraudulent transfer of €2,187.99 to Revolut account (IBAN: GB20 REVO 0099 7091 3406 39) on 20 March 2024
- Revolut refused to investigate, citing "no duty to non-customers" (ref: Royal Bank of Scotland v JP SPC 4)
- Evidence attached: payment proof, Revolut's refusal email, LRAR receipt to Revolut UAB

Legal Basis:

1. Proceeds of Crime Act 2002 - Revolut failed to report suspicious activity
2. PSD2 Article 94 - Cross-border payment service provider obligations
3. FCA Principles - Consumer protection and integrity violations

Request:

- Investigate Revolut's handling of the fraudulent account
- Order appropriate remedy for their regulatory failures

Attachments:

1. Payment evidence
2. Revolut refusal correspondence
3. LRAR proof

All documents and the chronological sequence of events are available on my private web page:

<https://denislejeune.fr/affaire-lejeune-revolut/>

Please confirm receipt and provide your case reference number.

Yours faithfully,

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3 pièces jointes



Capture écran téléphone lors du virement effectué.jpg
4363K



Gmail - Revolut's response. Your reference_ CM-564453.pdf
164K



Fiche de dépôt revolut lituanie.pdf
100K