



Denis Lejeune <denislejeune53@gmail.com>

[46324-29626-25008] A placeholder subject

1 message

Revolut <no-reply@revolut.com>
Répondre à : complaints@revolut.com
À : denislejeune53@gmail.com

30 juin 2025 à 12:19

Revolut

Numéro de la demande de support : 46324-29626-25008

Hey,

We're sending you this email to confirm that we've received your complaint.

We take all feedback seriously, and we want you to know that we're going to fully review your query and get back to you with a response as soon as possible. For complaints, this should only take a few days, but in some circumstances, it could take up to 15 days.

Sometimes emails can end up in a spam or junk mailbox, so please make sure to check those for an email from @revolut.com also.

A quick tip: If you haven't contacted us about your issue(s) yet, you can seamlessly chat with our support team who are available 24/7 via the Revolut app (<http://revolut.com/app/chat>)

or Revolut for Business browser ([Revolut Business - One app, all things business](#)).

If you experience any issues with the app (the app is crashing, log in issues, etc), please make sure that your Revolut app is updated to the latest version. You can update your app from the App Store or Play Market, depending on the model of your phone.

Please, follow on-screen instructions in case of issues with logging in. We also allow you to contact our support anonymously in case on-screen instructions won't work.

Please note that if you have a Revolut account, the response will be sent to the email registered to your account.

Best regards,

Your Revolut Team

You can find our Complaints Policy here:

[Complaints Policy | Revolut United Kingdom](#)

From: <tom.hambrett@revolut.com>
Date: Fri, 27 Jun 2025 12:56:33 GMT
To: <formalcomplaints@revolut.com>

----- Forwarded message -----

From: **Legal Disputes** <legaldisputes@revolut.com>
Date: Fri, Jun 27, 2025 at 12:28 PM
Subject: Re: URGENT - Mise en demeure LRAR du 17/06/2025 - Escroquerie 2 187,99€ (IBAN: GB20...) - Plainte 25-104-142
To: <legal@revolut.com>
Cc: <jean-noel.barrot@revolut.com>

Dear Denis Lejeune

Thank you for your email. We would like to take this opportunity to express our genuine sympathy for the unfortunate and distressing situation in which you find yourself. Revolut Ltd takes the issue of fraud and its impact on victims extremely seriously and devotes substantial resources to its prevention and detection.

Your email identifies one of our customers with IBAN number GB20 REVO 0099 7091 3406 39. This customer is a customer of our UK branch, Revolut Ltd (and not our European entity Revolut Bank UAB). Any complaint or threat of legal action you intend to make should therefore be made in the UK and directed at our UK entity, Revolut Ltd.

However, we note that in the circumstances, you do not have a right of action in this scenario. Revolut owes no obligation, contractual, regulatory, in tort or otherwise to protect you from fraud in circumstances where you were not a customer of Revolut and therefore a third party. You used a different account to make the payment to the customer on 20 March 2024. Revolut had no contractual relationship with you, nor did it owe any duty of care (see the Privy Council decision in *Royal Bank of Scotland International Ltd v JP SPC 4 and another* [2022] UKPC 18 where the Privy Council ruled that a bank or financial institution cannot be held liable to third parties for the fraudulent actions of its customers).

We trust that this brings the matter to a close.

Yours faithfully

Revolut Ltd

Revolut

Get more from your money.

Manage your entire financial life in one app



On Thu, 10 Jun 2025 at 14:40, Denis Lejeune <denislejeune53@gmail.com>

wrote:

Madame, Monsieur,

Je me permets de vous transmettre par voie électronique une copie de la lettre recommandée avec AR que j'ai adressée à Revolut Payments UAB ce jour, concernant une escroquerie de 2 187,99€ via un de vos clients (IBAN: GB20 REVO 0099 7091 3406 39).

Pièces jointes :

1. Copie au format PDF de la LRAR (2 pages)
2. Preuve de dépôt (photographie du 1er récépissé La Poste **refusé** pour adresse erronée)
3. Preuves de dépôt (*PDF des 2 récépissés La Poste Paris / Lituanie*)

Comme précisé dans ma lettre, je vous somme de répondre sous 15 jours ouvrés à compter de ce jour. À défaut, je saisirai sans délai :

- L'ACPR pour manquement à vos obligations de vigilance (art. L.561-1 CMF),
- La Banque de Lituanie pour violation de la directive UE 2015/849.

Lien vers les preuves complètes : denislejeune.fr/affaire-lejeune-revolut

Je reste à votre disposition pour tout échange visant à résoudre ce dossier rapidement.

Veuillez agréer, Madame, Monsieur, mes salutations distinguées,

--

Denis Lejeune

73 Avenue Victor Hugo

80410 BRIGHTON LES PINS

e-mail : contact@denislejeune.fr

site internet : <https://denislejeune.fr>

Mobile : **06 10 13 90 71**

--

Sent to formalcomplaints@revolut.com



© 2025 Revolut Ltd

Si vous souhaitez en savoir plus sur l'entité Revolut dont vous recevez les services, ou si vous avez d'autres questions, veuillez nous contacter via la messagerie instantanée de l'application Revolut.