



Denis Lejeune <denislejeune53@gmail.com>

FCA case ref 211684884 [ref:!00Db00K8yP.!500Sk0IXhmN:ref]

1 message

FCA - Individuals Inbox <consumer.queries@fca.org.uk>

1 juillet 2025 à 14:20

À : "denislejeune53@gmail.com" <denislejeune53@gmail.com>

Dear Denis Lejeune,

Thank you for contacting the Financial Conduct Authority (FCA).

I understand that you're raising concerns with Revolut for failing to prevent fraud and allowing a fraudulent transfer to leave your account.

I'm sorry to hear about what's happened and can understand why you've notified us about this.

Our responseIf you feel the firm have been treating you unfairly, then you may wish to go through the [formal complaints process](#).According to the [complaints process](#), if the complaint is linked to a payment service provider or e-money issuer they must normally respond to [certain types of complaint within 15 business days](#).After this has been exhausted, you may have the option to escalate the case with the [Financial Ombudsman Service](#). The Financial Ombudsman Service have the authority to look into individual cases and can mediate between yourself and the firms to see exactly what's happened and they can determine whether they can look into it for you further.?**Revolut Ltd and our rules**I've searched the financial services register, I've been able to find an entry for [Revolut Ltd](#) who are authorised by the FCA. Please let me know if this is not the firm you're referring to.We expect all firms we regulate to follow the rules and guidelines we have in place. We have [High Level Principles](#) outlined in the FCA Handbook which includes which includes PRIN 2 which relates to skill, care and diligence and Principle 12 which means that a firm must act to deliver good outcomes for retail customers that for new and open products.We also have a page on our website around [fraudulent payments](#) that you may wish to review.**Clones of this firm**

Please be aware that there is a clone warning for this firm, this means that individuals are using the details of this firm to suggest they work for the genuine firm. We call this a cloned firm and it is typically part of a scam. To contact the genuine firm you should call the switchboard number listed on the Register.

More information requested

We'd be interested in having some further details about this situation, and so would appreciate it if you were able to provide us with the following information:

- What was Revolut's response to your dispute or complaint?

Whilst we're unable to assist you directly, I wish you the best going forward, and hope you're able to reach a positive resolution very soon.

Kind regards,

Aisha
Associate
Consumer Supervision Hub
Authorisations
[12 Endeavour Square](#)

London
E20 1JN



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