



Denis Lejeune <denislejeune53@gmail.com>

[Confidential] Your complaint about Revolut Ltd (Our ref:PNX-5657530-Z6C7)

2 messages

complaint.info@financial-ombudsman.org.uk <complaint.info@financial-ombudsman.org.uk>

10 septembre 2025 à 15:04

À : Denis Lejeune <denislejeune53@gmail.com>

Dear Denis Lejeune,

Thank you for your two recent emails providing us with additional information regarding your complaint, and the resolution you hope for. I have made a note of your comments and added them to the case file for consideration.

We're happy to progress your complaint, but before we do, **please can you confirm your date of birth.**

We also need to get your declaration to ensure you're happy for us to look into the matter and contact Revolut for their business file. You can give your declaration by answering yes via email to the following declaration:

"I would like the Financial Ombudsman Service to look into my complaint. I confirm to the best of my knowledge everything I have told you is correct."

Once you've agreed to the declaration, we will progress your complaint. We hope to hear from you soon.

If you have any questions, please reach out to us

Kind regards,

Gurps Johal | Customer Connect Advisor | 0800 023 4567

Financial Ombudsman Service | Exchange Tower, London, E14 9SR

----- Original Message -----

From: denislejeune53@gmail.com;**Received:** Fri Sep 05 2025 10:45:10 GMT+0100 (British Summer Time)**To:** complaint info (KOFAX) <complaint.info@financial-ombudsman.org.uk>;**Subject:** FINAL RESPONSE FROM REVOLUT & NEW REQUEST - Case Reference [PNX-5657530-Z6C7]

Dear Financial Ombudsman Service,

Please find attached the **final response** from Revolut Ltd (Case #40774-75143-35099) regarding my complaint.

As you can see (**on page 4 of the attached PDF**), their response is a **generic and empty refusal**. It completely ignores the crucial evidence I provided, which was:

- The proof from Société Générale that Revolut itself **confirmed the fraudulent account was "identified and restricted"** on March 22, 2024.

Revolut does not contest this fact. Their failure to address this key point in their final response demonstrates a **complete lack of good faith** and a refusal to engage with the substance of my complaint.

Therefore, I formally request your intervention on the following two points:

1. **Financial Reimbursement:** I request that the Ombudsman orders Revolut to reimburse me the sum of **€1,094.00**. This represents the portion of the fraudulent transfer (€2,187.99) that was **not covered** by the settlement agreement I signed with Société Générale.
2. **Identification of the Fraudster:** I request that the Ombudsman orders Revolut to **provide me with the full identity and contact details** of the holder of the fraudulent account (IBAN: GB20REVO00997091340639). This information is essential for me to pursue civil legal action against the actual perpetrator.

A bank that identifies a fraudulent account but does nothing to help the victim recover their funds is failing in its basic duties. I trust you will ensure a fair outcome.

Thank you for your assistance.

Yours sincerely,

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**

This email has been sent securely using TLS encryption.

This email is covered by our [email disclaimer](#).

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Denis Lejeune <denislejeune53@gmail.com>

10 septembre 2025 à 15:30

Répondre à : contact@denislejeune.fr

À : "complaint.info@financial-ombudsman.org.uk" <complaint.info@financial-ombudsman.org.uk>

Objet : Re: [Confidential] Your complaint about Revolut Ltd (Our ref:PNX-5657530-Z6C7)

Dear Mr. Johal / Dear Financial Ombudsman Service,

Thank you for your email and for processing my complaint.

Please find below the information you requested:

- **My date of birth is: [10-09-1953]**, Yes I am 72 years old **today**
- **Regarding the declaration: "Yes**, I would like the Financial Ombudsman Service to look into my complaint. I confirm to the best of my knowledge everything I have told you is correct."

I confirm that I am happy for you to contact Revolut Ltd and to review all necessary information related to my case.

Thank you for your assistance. I look forward to your investigation. Kind regards

Yours sincerely,

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**

FOS Case Reference: PNX-5657530-Z6C7

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