



Account data

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Open

Start date: 04-02-2026 | 19:56:06

End date: 06-02-2026 | 20:46:44

04-02-2026 | 19:56:06 **Chat assistant**

Hi Eustace Nana, how can I help?

04-02-2026 | 19:56:06 **Eustace Nana Forjuor**

Hi

04-02-2026 | 19:56:22 **Chat assistant**

Could you please let me know what you need help with today? For example, are you asking about a specific transaction, your account balance, a transfer that hasn't arrived, or something else?

04-02-2026 | 19:56:26 **Eustace Nana Forjuor**

The recipient has informed us of not receiving payment

04-02-2026 | 19:57:04 **Chat assistant**

I'm sorry to hear there's an issue with a payment you sent. To help me find the right transaction, could you please let me know the name of the recipient, the amount, or the date the transfer was made?

04-02-2026 | 19:57:47 **Eustace Nana Forjuor**

Nicole Thompson

04-02-2026 | 19:57:56 **Eustace Nana Forjuor**

31st January 2026

04-02-2026 | 19:58:29 **Chat assistant**

Thanks for confirming. I'm sorry to hear about the delay with this transfer. I've located the transfer to Nicole Thompson from 31st January. I can confirm that this transaction has successfully left your Revolut account. The estimated arrival date was 2nd February. While transfers are usually fast, sometimes the receiving bank can take up to 72 hours extra to process incoming payments. Because of this, I'd recommend waiting until the end of 5th February for the funds to be processed by their bank. In the meantime, you can provide the transfer confirmation to Nicole's bank so they can trace the payment, as it may just be delayed in their system. If the payment still hasn't arrived after 5th February, please let me know, and I can connect you with a live agent to investigate further.

Close

Open

Start date: 17-02-2026 | 09:14:55

End date: 17-02-2026 | 17:57:40

17-02-2026 | 09:14:55 **Chat assistant**

Hi Eustace Nana, how can I help?

17-02-2026 | 09:14:55 **Eustace Nana Forjuor**
Transfer

17-02-2026 | 09:15:16 **Chat assistant**

Certainly! To make sure I give you the correct instructions, could you tell me what kind of transfer you're looking to make? Are you sending money to another Revolut account, to an external bank account, or directly to a card?

17-02-2026 | 16:41:14 **Eustace Nana Forjuor**
Bank transfer

17-02-2026 | 16:41:44 **Chat assistant**

Absolutely! To make sure I give you the most accurate information on fees and timing, could you tell me if you're sending the transfer to an account in the UK or to another country?

17-02-2026 | 16:42:07 **Eustace Nana Forjuor**

No a bank transfer not received by recipient

17-02-2026 | 16:42:34 **Chat assistant**

I'm sorry to hear the transfer hasn't been received yet. To help me look into the right one for you, could you please provide the beneficiary's name, the amount and currency, and the date the transfer was sent?

17-02-2026 | 16:42:43 **Eustace Nana Forjuor**

Nicole Thompson

17-02-2026 | 16:43:08 **Chat assistant**

Of course. Just to confirm, are you referring to the outbound transfer to Nicole Thompson for £1,430.48 sent on 31 January 2026?

17-02-2026 | 16:43:16 **Eustace Nana Forjuor**

Yes

17-02-2026 | 16:43:43 **Chat assistant**

Thanks for confirming. I can see that this transfer was successfully processed on our end and was estimated to arrive by 2nd February. Since it's now well past that date, it's possible the transfer is delayed or held up by the recipient's bank. Would you like me to connect you with a live agent to investigate this transaction further?

17-02-2026 | 17:22:10 **Eustace Nana Forjuor**

Yes

17-02-2026 | 17:23:15 **Pearl**

Hi Eustace Nana. I'm Pearl from Business Support and I will be assisting you. Thanks for your patience and the helpful information you provided. I understand your query is about a bank transfer not received by recipient. Please allow me a moment to look into the issue. In the meanwhile, if you wish to add anything else, please feel free to do so.

17-02-2026 | 17:28:59 **Eustace Nana Forjuor**

Hi

17-02-2026 | 17:29:09 **Eustace Nana Forjuor**

That is fine

17-02-2026 | 17:29:23 **Pearl**

Thank you for bringing this to our attention. I'm very sorry to hear that the recipient has not received the transfer. I understand how concerning and frustrating this situation must be for you. Please rest assured that I'm here to help and will do my best to assist you. Before we proceed further, could you please confirm whether you are referring to this specific transfer? Once confirmed, I'll review it in detail right away. >> Transfer to Nicole Thompson

17-02-2026 | 17:29:25 **Eustace Nana Forjuor**

The recipient has been adamant of not receiving the payment

17-02-2026 | 17:29:44 **Eustace Nana Forjuor**

Yes the link is correct one

17-02-2026 | 17:30:08 **Pearl**

Thank you so much for your prompt response. Please give me a few minutes to look into this for you, and I'll get back to you as soon as possible.

17-02-2026 | 17:35:24 **Pearl**

Thank you very much for your continued time and patience. I have reviewed your concern and can see that a trace request was previously raised for this transfer. We received responses from the beneficiary bank on 11 February and 13 February, confirming that the funds were successfully credited to the beneficiary's account without any issues. Based on this confirmation, the payment has been completed successfully on the receiving bank's end. In this case, if the beneficiary is still claiming that they have not received the funds, you may share the transfer confirmation document provided below with them.

17-02-2026 | 17:35:31 **Pearl**



17-02-2026 | 17:42:35 **Pearl**

Please let me know if you have any other queries, and I would be more than happy to help.

17-02-2026 | 17:48:26 **Eustace Nana Forjuor**

Let me check

17-02-2026 | 17:48:54 **Eustace Nana Forjuor**

Ok thanks for this information

17-02-2026 | 17:49:23 **Eustace Nana Forjuor**

Very strange unless recipient is telling a lie

17-02-2026 | 17:50:27 **Pearl**

It was a pleasure assisting you today. I understand how inconvenient this situation is for you. Please rest assured—you're not alone in this, and we're always here to support our valued customers. You can share this confirmation with the beneficiary and kindly ask them to trace the transfer further with their bank. In case they still say that the funds haven't appeared in their account, please request them to provide a bank confirmation stating that the transfer has not been received. This will help, as we already have confirmation from their bank that the transfer was successfully sent to an account which is fully active and open.

17-02-2026 | 17:50:43 **Pearl**

This will ensure that both sides have clear documentation and can resolve the matter smoothly.

17-02-2026 | 17:57:01 **Eustace Nana Forjuor**

I shall do thanks

17-02-2026 | 17:57:25 **Pearl**

It was a pleasure assisting you today, Eustace Nana! We understand your concerns, and we're committed to making things better for you. Your patience and understanding during our conversations are greatly appreciated. Thank you for being an outstanding customer. Revolut Support is here to help.

Close

Open

Start date: 17-02-2026 | 18:02:12

End date: 17-02-2026 | 18:02:12

17-02-2026 | 18:02:12 **Chat assistant**

Hi Eustace Nana, how can I help?

17-02-2026 | 18:02:13 **Eustace Nana Forjuor**

I had a conversation earlier and I want to download the conversation

Revolut

Close
