

The complaint

Ms T complains about gadget insurance she was sold by Barclays Bank UK PLC.

What happened

Ms T has a bank account with Barclays. As an account holder, she took up an offer of gadget insurance through Barclays.

In April 2021, the underwriter of Ms T's policy changed. Ms T wasn't happy with this.

She said she hadn't been informed about the change. And it had caused some worry and/or inconvenience because she'd been advised she had to re-register her devices.

She thought Barclays should have arranged the switch so that the data she'd provided previously was transferred automatically to the new underwriter.

Ms T cancelled her gadget insurance and complained to Barclays. They didn't uphold her complaint.

They said they'd advised Ms T two months before the change that there would be a new underwriter. And they'd told her she'd have to re-register her devices – and explained how she could do this.

Ms T then brought her complaint to us. After we contacted Barclays, they said there had in fact been some confusion in what Ms T was told about how and/or when she might have to give the new underwriter details about her devices. And they offered to pay Ms T £50 for her trouble and upset.

Our investigator thought this offer was fair and reasonable. But Ms T disagreed and asked for a final decision from an ombudsman. She feels the £50 is insufficient compensation for the trouble and upset she's been caused.

What I've decided – and why

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

There's nothing unfair or unreasonable in Barclays making a change in the way this insurance is provided. The move to a different underwriter made no substantive difference to the terms on which the cover was offered.

Although Ms T says she didn't get Barclays' email about the change, they've shown that it was sent. Ms T says they should have sent the letter through the mail. She says she told Barclays 30 years ago when she took out her account that she preferred communications through the post.

Barclays have shown that Ms T uses on-line services. And her recorded preference with Barclays is for on-line communication.

Barclays have admitted there was some confusion in their communications *after* Ms T made her complaint. Hence the offer of £50 in compensation.

As our investigator said, that offer is more than fair and reasonable. It would be reasonable whether or not Ms T would have been required to provide minimal further details to the new underwriter at any stage.

Ms T says her trust in Barclays and the gadget insurance was destroyed by this incident and she was forced to cancel the policy and seek insurance elsewhere. She's since told us that she hasn't in fact bought insurance from another provider.

Putting things right

Barclays have offered £50 in compensation to Ms T after we took up her complaint with them. That's more than sufficient for the minimal trouble and upset Ms T has experienced due to the minor errors Barclays made in their communications with Ms T.

I'm upholding this complaint because that offer was made after our service became involved.

My final decision

For the reasons set out above, I uphold Ms T's complaint.

Barclays Bank UK PLC must pay Ms T £50 in compensation for her trouble and upset.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms T to accept or reject my decision before 17 June 2022.

Neil Marshall
Ombudsman