

The complaint

Mr R has complained that Black Horse Limited's offer of redress for mis-sold PPI was insufficient as it did not take account of the distress and inconvenience that had been caused.

What happened

In response to a complaint about PPI mis-selling on a loan in 1997, Black Horse upheld the complaint and offered a full refund of premiums plus associated interest. However, Mr R could see from the response letter that 'nil' had been awarded for 'upset and inconvenience', which he thought was wrong in the circumstances.

Following intervention from our adjudicator, Black Horse reviewed the situation and offered an additional £50 to Mr R. It then agreed to a further £50 as a separate amount to cover Mrs R's distress and inconvenience, that being £100 in total. Mr R has accepted this offer.

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.

We've set out our general approach to complaints about the sale of PPI on our website and I've taken this into account in deciding this case.

I've decided to uphold Mr R's complaint and I'll explain why.

Mr R says that the addition of PPI to a loan resulted in the creation of a county court judgment (CCJ) against him which Black Horse told him nothing about. This resulted in him being turned down for other financial products.

I don't know all the details of why Mr R was served a CCJ and how it came about that Mr R seemed to know nothing about it. However, in upholding the mis-sale complaint, Black Horse has acknowledged that the PPI was indeed mis-sold. It has also now accepted that this led to a series of events that culminated in Mr R's credit history being tainted and it writing to certain credit reference agencies to have this amended.

Given that this information was available to Black Horse at the time it was looking at Mr R's complaint, it should have considered offering compensation for distress and inconvenience at that time, which is why the complaint is being upheld.

However, I am glad that Black Horse has now offered an additional amount and I understand that Mr R has accepted it on behalf of himself and his wife.

My final decision

My decision is that I uphold Mr R's complaint and require Black Horse Limited to pay the additional £100 compensation it has offered for distress and inconvenience.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr R to accept or reject my decision before 28 June 2022.

Carole Clark
Ombudsman