

## **The complaint**

Mr S complains about the administration of his personal pension by ReAssure Limited.

## **What happened**

In 2020 the responsibility for administering Mr S's pension was transferred from Legal & General (L&G) to ReAssure.

Mr S called ReAssure about his pension at the end of September 2020. In mid-October 2020, Mr S chased ReAssure by email as he'd not received the promised letter inviting him to view his pension using the online portal.

On 31 October 2020, ReAssure wrote to Mr S to say that due to missing payments of more than £121,000, a life cover of over £72,000 was at risk.

In late November 2020 and again in mid-December 2020, Mr S called ReAssure to try and find out why the value of his pension was lower than expected.

On 19 December 2020 ReAssure wrote to Mr S to say that his policy had a total loss in value of more than £42,000 due to a lapse of one of the coverages of his policy.

In March 2021, ReAssure apologised that due to an administrative error, a coverage on Mr S's policy was lapsed. ReAssure said it was trying to reinstate the coverage but this meant the online portal wouldn't show the correct value. ReAssure told Mr S that he could send an email to ask for the current value. ReAssure also confirmed that its letter about the missing payments had been sent by mistake.

ReAssure sent Mr S a cheque for £200 to apologise which he didn't accept. In July 2021, ReAssure sent Mr S a pension valuation for more than £88,500, which it says was the correct value as at that point.

The investigator recommended that ReAssure pay Mr S an additional £200 and provide a statement of the units in the pension at the point it was transferred to ReAssure from L&G.

As ReAssure didn't respond to the investigator's recommendation, the complaint came to me for a decision.

After considering all the evidence, I issued a provisional decision on this complaint on 23 September 2021. I said:

*Since I started considering Mr S's complaint, ReAssure has responded to my request for a statement showing the units that were transferred to ReAssure from L&G when it took over Mr S's pension. ReAssure has also provided copies of Mr S's annual pension statements from February 2020. These show details of his Formerly Protected Rights pension pot and Non-Protected Right pension pot. I asked the investigator to share these with Mr S so he could consider them together with my provisional decision.*

*When ReAssure wrote to Mr S on 27 July 2021, it told him that the fund and transfer value was £88,566.21. Mr S spoke with our investigator at the end of September 2021 and said that he'd checked the online portal to see the value of his pension fund was around £90,000. But that he still wasn't sure the correct number of units were in place.*

*ReAssure sent this service an email on 9 September 2021 in which it said that "work is still ongoing to reinstate the affected coverage" and that due to this, "it will not be possible for Mr S to obtain details of his plan via the online portal. He is free to contact us at any point". However, ReAssure also said that the letter to Mr S of 27 July 2021 confirmed the values of his plan and that these details "will be correct as due to the ongoing work to reinstate the coverage calculations will be completed by our specialist team ensuring they are correct". I am conscious of the fact that Mr S has been waiting for an answer from this service for some time. Based on the limited information that ReAssure has given Mr S and this service, it appears likely that the valuation from late July 2021 was correct. However, Mr S remains concerned about the transfer of his pension from L&G to ReAssure.*

*Mr S wants ReAssure to provide a reconciliation to show that his policy was transferred correctly together with details of how the value of his policy at the point of transfer relates to the current value. The unit statement that ReAssure provided recently shows the total number of units across four funds to be 5990.38 when it took the policy over in August 2020. Whereas the valuation from late July 2021, records the number of units to be 5,058.4407 – a drop of more than 900 units. Whilst there may be good reasons for this, it seems reasonable for ReAssure to provide the reconciliation to Mr S and this service in a format that is easy to understand. If ReAssure considers the reconciliation request unreasonable, it should explain its reasons why - otherwise the request will form part of my final decision.*

*I agree with the investigator that the £200 compensation ReAssure offered isn't adequate given the problems that Mr S had faced. ReAssure gave him conflicting and incorrect information – both about the value of his pension fund and that he owed a substantial sum in missed payments.*

*To put things right, I will require ReAssure Limited to pay Mr S £400. For the avoidance of doubt, this includes the £200 already offered. Mr S says he hasn't cashed the £200 cheque that ReAssure sent him. It's unlikely that Mr S's bank would now accept that cheque given that more than six months has passed since it was written. So, if Mr S accepts my decision, ReAssure will have to issue a new cheque to him for £400.*

Further submissions

ReAssure didn't reply to my provisional decision. Mr S replied to say that he'd just checked the online portal and could see a total of 5056.1962 units (which was about two units less than the late July 2021 figure that I referred to in my provisional decision) So, Mr S remains concerned to find out how ReAssure has arrived at the current unit figure of around 5056, when in August 2020, L&G transferred over 5990 units.

### **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.

I can appreciate Mr S's concern about why the number of units in his pension appear to have dropped by more than 900 units between August 2020 and the current date. It still seems fair to me that ReAssure should give Mr S the easily understandable reconciliation that I referred to in my provisional decision. As ReAssure didn't respond to my provisional decision and Mr S hasn't objected to it, I consider it reasonable to make my final decision

along similar lines.

If Mr S accepts my decision, he shouldn't attempt to cash the £200 cheque that ReAssure previously sent to him as ReAssure should issue a new payment for £400.

### **Putting things right**

To put things right, ReAssure Limited should:

- provide Mr S with a reconciliation to show that his pension was transferred correctly, together with an explanation of why the number of units held at the point of transfer from L&G differs to the number of units held by ReAssure at the current time
- pay Mr S £400 compensation

### **My final decision**

My final decision is that I uphold this complaint. In full and final settlement, I require ReAssure Limited to take the above steps.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 12 December 2022.

Gemma Bowen  
**Ombudsman**