

The complaint

Mr and Mrs B complain about how ReAssure Limited have administered their whole of life policy.

What happened

The details of this complaint are well known to both parties, so I won't repeat them all again here.

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.

In 1989 Mr and Mrs B took out a whole of life policy with a predecessor business to ReAssure. The policy was taken out on a joint death basis paying out on both first and second death. This means that both Mr and Mrs B are covered under the policy.

In late 2019 ReAssure conducted a review of the policy and provided further documents to Mr and Mrs B in early 2020. However these documents show the policy as paying out on a first death only basis and not a joint death basis.

Since that time Mr and Mrs B have been trying to get a correct review letter showing the options moving forward and confirming that the policy is on a joint death basis. Understandably they do not want to make any decisions about the policy until it is confirmed that the review is on a joint death basis as this how the policy should work.

On several occasions in other correspondence ReAssure has said the policy is on a joint death basis however the review documentation doesn't reflect this. Mr and Mrs B want to see a correct review letter and also have ReAssure provide quotations for alternative types of cover.

Our Investigator asked ReAssure to provide a correct review however again the information shows a first death basis which is incorrect.

Mr and Mrs B have also asked for term assurance quotations so they can decide the best way forward for them. They have asked for term assurance quotations on both lives individually and also a joint death basis. ReAssure have provided a quotation for Mrs B and have requested some further information for Mr B. ReAssure have also said they don't offer a term assurance policy on a joint death basis so that quotation will be on a first death basis.

This issue has been going on for some time now. Our Investigator thought ReAssure should pay Mr and Mrs B £300 for the inconvenience caused which I agree is fair.

Putting things right

ReAssure Limited should:

- Provide correct 2019 policy review information on a joint death basis
- Provide a term assurance quotation (if possible) for Mr B up to age 67
- Pay Mr and Mrs B £300 for the inconvenience caused by the problem

My final decision

For the reasons I've explained my decision is that I uphold this complaint.

ReAssure Limited should take the actions I've outlined above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B and Mrs B to accept or reject my decision before 27 April 2023.

Warren Wilson

Ombudsman