

## **The complaint**

Mr T and Mrs T complain that they were overcharged following the cancellation of their motor insurance policy administered by I Go 4 Ltd.

Reference to IGO4 includes its agents.

## **What happened**

Mr T held a telematics motor insurance policy administered by IGO4 and underwritten by an insurer I'll call X. Mrs T was a named driver on the policy and has done most of the communication on the complaint. But for ease of reading, because the policy belonged to Mr T, I'll refer to him alone throughout this complaint.

While the policy was live, Mr T changed the vehicle three times. It was taken out with what I'll call vehicle A on cover. It was then changed to what I'll call vehicle B. But the same day Mr T changed his vehicle from A to B, he changed it back, from B to A because vehicle B wasn't ready for him to pick up. Around a month later, Mr T changed his vehicle again, from A to B. When the policy cancelled, vehicle B was the vehicle on the policy.

Mr T's complaint relates to the fees he's been charged after the policy was cancelled. He thinks both X and IGO4 overcharged him for the change of vehicles.

The charges involving X have been dealt with in another complaint – so will not be addressed here.

I'm also aware Mr T is unhappy with some of the data recorded by the telematics box. But this is a separate issue and doesn't form part of this complaint.

IGO4 said it had charged Mr T in line with its terms. It said it refunded him what it got back from X when the policy cancelled. And it said all the charges it applied were fair. It said Mr T changed the vehicle three times, but it agreed to only charge him for two changes.

Mr T didn't agree, he said he was only ever sent one replacement telematics box, and he had to fit that himself. So, he didn't think it was fair he was charged the change in vehicle fee – which included a new box and its fitting – twice.

Our investigator looked into Mr T's complaint and recommended it be upheld. She thought it was fair that IGO4 charge one full change in vehicle fee of £120. But she thought it should only charge £35 for the other two changes combined, because no telematics box was ever sent or installed. She thought all the other charges applied at the point of cancellation were in line with IGO4's terms and were applied fairly.

Mr T didn't agree and asked for an ombudsman's decision.

## **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.

Having done so, I'm upholding it, I'll explain why.

- Throughout the life of this policy, the vehicle was changed three times. Initially IGO4 charged three change of vehicle fees of £120. This fee is clearly set out in the policy terms.
- But in effect, Mr T only physically changed the vehicle once. One was in made preparation for a vehicle he didn't take ownership of at the time the change was made, and the other was to change it back to the vehicle he already had. And only one replacement telematics box was sent. This box wasn't fitted by an engineer and was instead installed by Mr T.
- IGO4 already waived one of its £120 change fees, but that still leaves one remaining.
- IGO4 has explained the fee isn't just for the box. It's said the fee also relates to migrating data, other admin, and charges it gets from a third party. We've asked for details of this. But IGO4 hasn't provided it, stating it's commercially sensitive information.
- Our service is able to receive such information, and it's important we do to make sure that businesses being complained about are treating their consumers fairly. We understand it's commercially sensitive and wouldn't be able to share with the consumers – but it's still important we see it.
- Without that information, I can't fairly say it's fair that IGO4 charge Mr T £120 to cover the two administrative changes in vehicle (the ones changed on the system, but didn't involve a physical change of vehicle)
- That said, it is highly likely that some administrative work was involved in both these changes. But without evidence, I don't find it fair for IGO4 to charge more than £35 for both these changes combined. This is in line with similar admin fees across the industry.
- I'm satisfied the other charges (cancellation fee and initial set up fee) applied by IGO4 are fair and in line with its terms.

### **My final decision**

For the reasons set out above, I uphold this complaint. To put things right I require I Go 4 Ltd to

- Reduce the amount outstanding on Mr T's balance by £85. I Go 4 Ltd should also reduce the balance by whatever interest has been applied on this £85 during the time it's been outstanding.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr T and Mrs T to accept or reject my decision before 10 October 2023.

Joe Thornley  
**Ombudsman**