

## **The complaint**

Ms B complains The National Farmers' Union Mutual Insurance Society Limited ('NFU') have unfairly cancelled her property insurance policy.

All references to NFU also include its appointed agents.

## **What happened**

The details of this complaint are well known to both parties, so I won't repeat them again here. Instead, I'll focus on giving my reasons for my 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 agree with the conclusions reached by the investigator for these reasons:

- It's reasonable for NFU to request information to validate the claim. Ms B had need for NFU to adapt how it communicated with her. And I can see that it made reasonable attempts to do this - and communicated this to its adjuster.
- NFU cancelled the policy as it said Ms B failed to provide enough information before withdrawing the claim.
- Ms B was taking steps to respond to NFU's questions. And was providing information. However, I can see Ms B said to NFU in September 2022 that she decided to withdraw her claims – pointing towards stress and declining health.
- I don't think this is unreasonable considering what Ms B has said about her condition. A claim like this is a naturally stressful situation, but I think claims across two policies, with multiple communications, particularly in the initial stages of the claim, would be particularly stressful. So, she decided to withdraw the claim. I don't think this meant Ms B was trying to be uncooperative.
- Often if an Insurer feels insufficient information has been provided for it to accept a claim, the claim is declined. However, it's unusual for a policy to be cancelled mid-term in these types of circumstances. And having considered everything, I don't think NFU were fair to cancel the policy for the reason it has.
- Having a cancellation of a policy on record can have a significant impact on a consumer and as I've set out above, I don't think NFU have acted reasonably in these circumstances in doing so. To recognise the distress and inconvenience caused to Ms B I think NFU should pay her £100 compensation and remove any cancellation markers it has reported from both internal and external systems.

So, for these reasons, I uphold this complaint.

## **Putting things right**

To put things right NFU should:

- Remove any cancellation markers it has reported from both internal and external systems.
- Pay Ms B £100 compensation.

**My final decision**

My final decision is that I uphold Ms B's complaint.

To put things right I direct The National Farmers' Union Mutual Insurance Society Limited to do as I've set out above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms B to accept or reject my decision before 18 October 2023.

Michael Baronti  
**Ombudsman**