

The complaint

Mr S has complained about Aioi Nissay Dowa Insurance UK Limited trading as Tesco Bank Box Insurance. He isn't happy about the way it dealt with a claim under his motor insurance policy.

What happened

Mr S made a claim under his motor insurance policy and initially Tesco Bank looked to repair his car. But when the repairer looked to fix Mr S' car the repair was delayed and drawn out before it was eventually decided that the car would be written off. Mr S complained to Tesco about the delay amongst other things and then he complained to this Service.

Our investigator looked into things for Mr S and upheld his complaint. He thought Mr S should be paid £200 compensation for the delay in finalising his claim and the poor service he received.

As Tesco Bank didn't agree, maintaining that it hadn't done anything wrong, the matter has been passed to me for review.

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.

Mr S has raised a number of issues with Tesco Bank, but the focus of this decision is solely on the delay in dealing with Mr S' claim and the impact on him. And I know that Tesco Bank don't agree with our investigators position but I think it is fair for it to pay Mr S £200 in compensation, I'll explain why.

I can understand why Tesco Bank decided to write off Mr S' car and that there were problems in starting the repairs which impacted on the delay in advancing his claim and the ultimate decision to write his car off. Our investigator has outlined that there were a number of steps Tesco Bank could have taken to repair Mr S' car and went on to say that he felt Tesco Bank should pay £200 compensation for the delay in processing Mr S' claim.

I know Tesco Bank has responded to say that it did all it could to repair Mr S' car before deciding it was a write off and it explained the problems its repairer faced in looking to repair Mr S' car. It has suggested that it wasn't responsible for any delay caused by its repairer, but as they were its chosen agent for repair I think Tesco Bank is responsible overall here. But our investigator went on to make it clear that he felt Mr S should be compensated as there was a delay (of at least three months) in the referral of Mr S' car for repair and because of the poor service he received.

So, although I can understand Tesco Bank's position and the repair of Mr S' car was delayed by its repairer, but I agree with our investigator that the three-month delay in the attempts to repair Mr S' car and eventually decide it was a write off was too long. Mr S had to go back and forth to the repairing garage, had his courtesy car removed quickly and the service he

received wasn't to the expected level. Given this I agree that Mr S should be paid £200 by way of compensation for the delay, stress, and poor service he received.

My final decision

It follows, for the reasons given above, that I think Aioi Nissay Dowa Insurance UK trading as Tesco Bank Box Insurance should pay Mr S £200 compensation.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 3 November 2023.

Colin Keegan
Ombudsman