

The complaint

Mr and Mrs J are unhappy with the service they received from AllClear Insurance Services Ltd when they wanted to claim on their travel insurance policy.

What happened

Mr and Mrs J wanted to make a claim on their travel insurance policy. They were directed by the policy terms and conditions to make a claim. However, it transpired that the business handling claims on behalf of the insurer had changed.

Mr and Mrs J complained to AllClear about the incorrect information they were given. AllClear said there was an addendum to the policy which explained the change. Unhappy Mr and Mrs J complained to the Financial Ombudsman Service.

Our investigator looked into what happened and recommended that AllClear pay Mr and Mrs J £100 compensation. Mr and Mrs J accepted the investigator's findings. AllClear didn't respond and so the case was passed to me to make a 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.

I'm upholding Mr and Mrs J's complaint.

The relevant rules and industry guidelines say that AllClear should provide Mr and Mrs J with information that is clear, fair and not misleading.

I think Mr and Mrs J were inconvenienced by the information about the claims handling company not being made very clear from the policy documentation. There is an addendum to the policy which explains that the claims handling company has changed. However, this isn't easy to identify and appears on page 15 of the sales information provided. And the policy wording didn't clearly reflect the changes that were made either.

As the information wasn't easily identifiable Mr and Mrs J initially made their claim to the wrong company. This caused a delay in settling the claim and some inconvenience to them. I think £100 compensation fairly reflects the impact of the distress and inconvenience caused.

Putting things right

AllClear needs to put things right by paying Mr and Mrs J £100 compensation for the distress and inconvenience caused by giving them unclear information.

My final decision

I'm upholding Mr and Mrs J's complaint and direct AllClear Insurance Services Ltd to put things right in the way I've outlined above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs J and Mr J to accept or reject my decision before 17 April 2024.

Anna Wilshaw
Ombudsman