

The complaint

Mrs W complains about the maturity value of a with profits endowment policy she held with The Royal London Mutual Insurance Society Limited.

Mrs W is using a representative to bring the complaint. For ease I will refer to all actions as being those of Mrs W.

What happened

In 1993 Mrs W took out a 30 year with profits endowment policy with Royal London.

In June 2024 Mrs W complained to Royal London saying the maturity value was less than she was expecting. She said she was told that on maturity the policy would provide enough money to meet funeral costs, however this wasn't the case.

Royal London looked into the complaint and said they couldn't find any evidence from the time of the sale linking the policy to funeral costs. They explained that the policy had worked how it should've done and that the maturity value was correct.

Royal London however went on to consider the suitability of the policy and made a refund of the premiums paid, minus the maturity value, along with some interest. They also paid £300 for the time it took to resolve the complaint.

Remaining unhappy Mrs W brought her complaint to this service where one of our Investigators looked into what happened. They didn't think there had been any errors made when administering the policy and said there was no evidence from the time mentioning funeral costs.

Mrs W disagreed and because an agreement couldn't be reached the matter has come to me for 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.

Mrs W has provided a lot of information about the complaint and it's clear to me how strongly she feels about what happened. I want to assure Mrs W that I've read and considered all the information even if I don't mention it all in detail. I've summarised some things which reflects the informal nature of our service.

The policy was taken out in 1993 which is now over 30 years ago. So it's not surprising that there isn't a full record of what happened at the time. Where information is missing, unclear, or incomplete, I need to come to a decision based on the balance of probabilities about what I think is most likely to have happened.

I've looked at all the available information from the time of the sale including the policy documents, application, and adviser notes. Having done so I haven't seen any reference to

the maturity value being used to pay funeral costs and nor that the amount was linked to that in anyway.

I've also looked at how the policy was administered and am satisfied no errors were made. The policy had a sum assured of £1,152 and bonuses had been added on a five yearly basis. The maturity value was £2,677.47 which I'm satisfied was correct.

When looking at the complaint Royal London said they thought the policy wasn't suitable so they made a redress payment of £279.55. This was a refund of the premiums paid, minus the maturity value, plus some interest.

I haven't seen any persuasive evidence to show that, in my opinion, the policy was mis-sold. From the available information the policy appears to have been suitable, and it was administered correctly. So I won't comment on the redress paid by Royal London. However a refund of premiums with interest added would seem to be a fair way of resolving a mis-sale complaint.

Royal London also paid £300 for the time taken to resolve the complaint. Complaint handling isn't a regulated activity so this isn't something I can make a finding on.

I understand Mrs W is disappointed with the maturity value of the policy but that doesn't mean it was mis-sold or that any errors were made.

Having carefully considered everything that happened I'm satisfied Royal London acted fairly and reasonably when dealing with the policy so won't be asking them to take any further action.

My final decision

For the reasons I've explained above my decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs W to accept or reject my decision before 5 August 2025.

Warren Wilson

Ombudsman