

The complaint

Miss L complains about the way Lloyds Bank General Insurance Limited renewed her home insurance policy.

What happened

The circumstances aren't in dispute, so I'll summarise the main points:

- Miss L took out home insurance with Lloyds in 2019. The policy renewed annually.
- In 2024, Miss L made a claim after she said contents and cash were stolen from her in 2022. Lloyds declined the claim.
- Miss L made a complaint about Lloyds' decision and referred it to this Service. Our investigator thought Lloyds had acted fairly. The complaint closed.
- Miss L went on to make a new complaint. She said she'd initially received a policy booklet from Lloyds in 2019. And then renewal documents every year. But she hadn't received any updated policy booklets or notification of any changes to the policy terms from Lloyds over the years. So, when she made her claim, she thought the terms in the original 2019 policy booklet would apply. But Lloyds applied different terms from a more recent policy booklet – which she hadn't received.
- In its complaint response, Lloyds said it had issued policy booklets since 2019. Miss L referred her new complaint to this Service.
- During our investigation, Lloyds looked into the matter further and revised its position. It said it sent Miss L the policy booklet when she first took out the policy. But it didn't send any subsequent booklets. A link to access the policy booklets online was provided instead. When it made changes to the terms, these would usually be explained in the renewal documents.
- Lloyds accepted it had inadvertently given Miss L incorrect information. During a call it had indicated it would send her the policy documents, but didn't do so due to a misunderstanding. And later it told her it had issued policy documents, but it hadn't. As a result, Lloyds offered £100 compensation for the confusion caused during recent communication. It didn't think there was any impact on the claim as the circumstances wouldn't have been covered under any of the policy terms.
- Miss L accepted £100 compensation for the confusion caused. But she thought Lloyds should have sent her updated policy booklets or been clearer about when the policy terms had changed. Our investigator thought Lloyds had done enough on this point. As an agreement wasn't reached, the complaint has been passed to me.

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.

- Miss L has accepted £100 compensation for the confusion caused during recent communication. So I think that point is resolved and I won't consider it further.
- What remains in dispute is the way the policy was renewed over the years, including the clarity of any changes to the policy terms and access to the policy booklets. I'll start by setting out the relevant parts of the policy documents. I'll then consider whether Lloyds acted fairly and, if not, what impact that had on Miss L.

Policy documents

- There's no dispute Miss L received the policy booklet after she took the policy out in 2019.
- At the 2020 and 2021 renewals, the policy documents provided a link to access the policy booklet. No changes to the policy terms were highlighted.
- At the 2022 renewal, there was no link to the policy booklet and no changes to the policy terms were highlighted.
- At the 2023 renewal, the link to the policy booklet returned. It said the policy booklet had been updated to make it easier to understand, but the cover was unaffected.
- In 2024, the renewal documents said some changes had been made to the policy terms. A summary of the key changes was included within the documents and a link to the full, new policy booklet was provided.
- Based on this, I think Miss L could reasonably understand there had been no changes to the policy terms between 2019 and 2023 – but there were in 2024.
- I think that was broadly the case. Whilst the booklets were updated over the years, changes were primarily to the presentation. There were minor changes to cover, but I wouldn't usually expect Lloyds to highlight them unless they were significant, onerous or unusual. I haven't seen anything to suggest there were material changes to the terms until 2024 – at which time Lloyds highlighted them.
- In all years apart from 2022, Miss L was able to use the links provided to access the policy booklets if she wanted to. It may have been preferable for Lloyds to provide the link in 2022 as well. But, even if it had done, I don't think that would have made a difference, as the policy terms didn't materially change at that time.
- Overall, I'm satisfied Lloyds has broadly provided clear information about any changes to the policy terms and how to access the policy booklets. It was less clear in 2022, but that didn't have a material impact on Miss L.

Was there any impact on the claim?

- At all times, Miss L had contents cover, including for personal belongings away from the home. The loss happened away from the home, and outside the UK, so the claim was considered under that section. At all times, the policy covered personal belongings and cash if they were stolen, subject to further terms and conditions.

- At the 2024 renewal, Lloyds reduced the scope of the cover for stolen personal belongings. Whilst Miss L made the claim in 2024, she said the loss happened in 2022. So the relevant policy terms are from 2022 – and that's how Lloyds considered the claim. As a result, the changes in 2024 had no impact on the claim.
- Lloyds said the contents and cash weren't stolen – so there was no cover for the loss. I'm not going to consider that here because it was considered in the previous complaint. But the point is that the policy terms only provided cover if personal belongings and cash were stolen – and that was the case throughout 2019-2022. So even if Miss L was unaware of any changes to the policy booklet during that time, the underlying cover remained the same as it was in 2019, when she got the booklet. As a result, I'm satisfied she was aware of the relevant cover when she made her claim.
- Though there were minor changes to the policy terms over the years, they weren't relevant to the claim. So there was no disadvantage to Miss L.

Summary

- Overall, I'm satisfied Lloyds broadly acted fairly during the renewals. And the way Lloyds went about changing and renewing the policy has had no material impact on the claim. As a result, I won't require it to do more than pay the £100 compensation that's already been agreed for the confusion caused during recent communication.

My final decision

I uphold this complaint.

I require Lloyds Bank General Insurance Limited to pay £100 compensation.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss L to accept or reject my decision before 18 December 2025.

James Neville
Ombudsman