

The complaint

Mr H complains that HSBC Life (UK) Limited didn't allow him to extend the cover under his income protection policy.

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:

- When Mr H applied for the policy, the term was set "to Age 65". And the policy schedule set the expiry date of the policy as Mr H's 65th birthday. Whilst I appreciate this was the state pension age when Mr H took out the policy, neither the application nor the policy schedule state that the policy term was until he reached the state pension age specifically.
- The policy terms and conditions set out the following:
"Your policy must end by your 65th birthday."
- There's nothing in the policy terms to say that Mr H could extend cover beyond his 65th birthday. And HSBC Life has explained that the end date of a policy cannot be extended after a policy is live. I appreciate the state pension age increased during the life of the policy. But I don't think this means that HSBC Life should step outside of Mr H's policy terms and conditions and extend his cover until his 66th birthday.
- Whilst the state pension age changed due to a change in legislation, Mr H's policy term wasn't until he reached the state pension age, it was until he turned 65. So, I don't think the change in legislation meant that HSBC Life should have changed the terms and conditions of Mr H's policy, or got in touch with him about this at that point.
- I'm sorry to disappoint Mr H, but I don't think HSBC Life acted unfairly or unreasonably when it declined to extend cover under his policy, for the reasons I've set out above.

My final decision

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr H to accept or reject my decision before 13 November 2025.

Renja Anderson
Ombudsman