

## **The complaint**

Ms K has complained about Liverpool Victoria Insurance Company Limited (LV). She isn't happy that it recorded a claim on her policy and about her increase in premiums.

## **What happened**

Ms K contacted LV as she was considering making a claim under her insurance policy as her laptop had suffered damage when it fell off the bed. But having discussed the claim and the costs involved, including the excess due, she decided against making a claim.

A few years later Ms K realised that LV had marked this incident as information only on its systems alongside a claim for escape of water that she had made since that time. And as she wasn't happy that this had been marked on internal and external systems, which she thought had contributed to an increase in her premiums, she looked to cancel her policy and complained to LV.

LV looked into things for Ms K and explained that it had simply recorded the incident as it should and in line with its usual practices. And it explained that as her policy was close to renewal, she had to make contact over the phone to cancel the policy as opposed to cancelling online. But as Ms K remained unhappy, she complained to this Service.

Our Investigator looked into things for Ms K, but he didn't uphold her complaint. He explained that LV had acted reasonably in recording the incident in line with general industry practice, so he didn't think LV had done anything wrong here. He was also satisfied that LV hadn't acted unfairly or treated Ms K any different to any other consumer in a similar position to hers in relation to the premium charged. And although he accepted that the cancellation wasn't as smooth as it could have been he thought, as it was close to renewal, it was reasonable to ask Ms K to call to cancel the policy as the process of renewal had already commenced.

As Ms K didn't agree 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.

Having done so I don't think LV has acted unreasonably here. I know this will come as a disappointment to Ms K, but I'll explain why.

I can understand why Ms K doesn't want any record of her calling LV about her damaged laptop as she didn't make a claim in the end. However, insurers generally make records of claims or potential claims when notified by consumers. And LV hasn't recorded this incident as a claim but for notification only purposes which is why they have recorded it as a notification only outlining £0 costs on its systems.

I know Ms K feels that this incident has significantly impacted her premium, but LV has provided evidence, which is commercially sensitive so I cannot share the details with Ms K here, showing why her premium increased. And I'm sure the escape of water claim impacted the premium levels here. I accept that Ms K got a cheaper premium when she shopped

around but this isn't unusual. And overall, I'm satisfied that Ms K was treated the same way by LV as any other consumer in a similar position to her.

Finally, I can understand why Ms K wanted to cancel her policy and looked to get cover cheaper elsewhere. Ideally, she should have been able to do this online but as it was close to her time of renewal the process had been started by LV, so she had to call to cancel. While I'm sure this was slightly more inconvenient, I don't think LV did anything wrong here.

Given all of this, and I know this will be disappointing to Ms K, I don't think LV have acted unfairly here.

### **My final decision**

It follows, for the reasons given above, that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms K to accept or reject my decision before 27 January 2026.

Colin Keegan  
**Ombudsman**