

The complaint

Mr B complains Neos Ventures Limited (Neos) mis-sold him a contents insurance policy.

What happened

The circumstances of this complaint will be well known to both parties and so I've summarised events.

In 2024 Mr B called Neos to ask about purchasing a contents insurance policy. During this call he asked whether his tent box would be covered and he was advised it would be. Mr B proceeded to purchase a policy including £2,000 for unspecified personal possessions.

During the 2025 renewal Mr B spoke with Neos again and he was told his policy didn't provide cover for his tent box. Mr B raised a complaint with Neos.

On 20 June 2025 Neos issued Mr B with a final response to his complaint. It said its first agent should have directed Mr B to speak with the insurer before confirming whether the tent box was covered. It offered to refund the £29.04 premium Mr B paid to add unspecified personal possessions cover and £50 compensation. Mr B referred his complaint to this Service.

Our Investigator looked into things. She said she thought the compensation Neos had offered was reasonable in the circumstances. Mr B didn't agree with our Investigator. He said he specifically asked whether his tent box would be covered and he was misled by Neos.

As an agreement couldn't be reached, the complaint has been passed to me to decide.

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 want to acknowledge I've summarised Mr B's complaint in less detail than he's presented it. I've not commented on every point he has raised. Instead, I've focused on what I consider to be the key points I need to think about. I mean no discourtesy by this, but it simply reflects the informal nature of this Service. I assure Mr B and Neos I've read and considered everything that's been provided.

Neos has acknowledged it didn't provide Mr B with the correct information at the point he purchased his policy. It has offered to refund him the premium he paid to add unspecified personal possessions cover, and £50 compensation. So, I've considered whether I think this is reasonable in the circumstances.

I think Neos's offer to refund Mr B the premium he paid for unspecified personal possessions cover places him back in the position he would have been in had it not been for Neos's error

and I'll explain why.

During the initial sales call Mr B said he wanted to purchase contents cover but also add a tent box to the cover. So, I'm satisfied Mr B always wanted a contents insurance policy which is ultimately what he received and has paid a premium for.

Whilst I acknowledge Mr B may not have purchased this specific contents insurance policy, I'm not persuaded he wouldn't have purchased a contents insurance policy elsewhere. As I'm satisfied Mr B would have always paid for a contents insurance policy, I don't think Neos's error has led to Mr B incurring a financial loss equal to the entire policy premium.

I accept Mr B did purchase the unspecified personal possessions cover specifically to cover his tent box and I think it's unlikely he would have purchased this cover had he been provided with accurate information. Therefore, it's reasonable Neos has offered to refund the premium he paid toward this cover.

I also think Mr B has been caused a loss of expectation when he learnt his policy didn't provide cover for his tent box despite being told previously it did. Thankfully Mr B hasn't had to make a claim for his tent box, and so overall I think the compensation of £50 is reasonable to acknowledge the distress and inconvenience this has caused him.

I'm aware this will be disappointing for Mr B as I know how strongly he feels Neos should refund his entire policy premium. However, for the reasons I've explained I think Neos's offer to resolve this complaint is reasonable in the circumstances.

My final decision

Neos Ventures Limited has offered to refund Mr B £29.04 of his premium and pay him £50 compensation. I think this is reasonable in the circumstances.

So, my final decision is that Neos Ventures Limited should pay Mr B a total of £79.04.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 27 February 2026.

Andrew Clarke
Ombudsman