

The complaint

Mr N and Mrs T have complained about the premium increases INTACT INSURANCE UK LIMITED have charged for their pet insurance policy and subsequent misinformation they say they were given.

What happened

Mr N and Mrs T previously took out pet insurance with INTACT for their pet dog.

In October 2024, the policy renewed with a significant premium increase. They complained about this to INTACT at the time, but were told it has increased fairly and in line with their underwriting criteria.

Mr N and Mrs T say they were then contacted a few months later by INTACT, to be told that following an internal audit, it had been found that they had been undercharged for their policy. INTACT agreed not to recover any difference from the amount charged and offered £75 for the impact of the pricing error. But Mr N and Mrs T remained unhappy, so they complained to this Service.

Following this, INTACT objected to our Service looking at Mrs T's concerns about the premium increase, which had been addressed in October 2024. They said the complaint about this hadn't been brought in time (within 6 months of their letter). Mr N and Mrs T have accepted this and agreed to us only looking at the misinformation and undercharging issue.

Our investigator looked into things for but didn't uphold the complaint. She was satisfied, having considered all the information and the underwriting criteria, that Mr N and Mrs T were treated fairly.

As they didn't agree, maintaining that they had been treated unfairly and that the increased premium was unfair, 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 have come to the same conclusion as the investigator, that the offer INTACT have made to put things right, is a fair one. Let me explain why.

I can see Mrs T was written to in April 2025 and told she'd been undercharged for the insurance at the last renewal (October 2024 when she complained about the premium increase). The annual premium should have been approximately £150 higher.

INTACT have apologised for the error (which they say was identified during an internal audit). I just have to determine if they are fairly putting things right.

I haven't seen anything to conclude that the new price is incorrect and INTACT confirmed they wouldn't recover the difference in premiums. Meaning Mr N and Mrs T paid approximately £150 less for the insurance than they should have.

Whilst I note receiving this letter will have been distressing for Mrs T, especially after already raising concerns about the premium increase at renewal. I think £75 compensation for the impact is fair, especially considering that the insurer waived the difference in premium.

Mrs T says she wouldn't have continued with the policy at renewal in the October, had she been given the correct information. But I don't agree. She was told it was £825 but it should have been £975. I don't think this difference would have meant Mrs T would have taken insurance elsewhere, especially as this is a lifetime policy. Mrs T hasn't provided any evidence that she would or could have got it cheaper elsewhere.

In summary, it is disappointing that Mr N and Mrs T were given incorrect information (especially as they were already frustrated at the premium increase at renewal). However, INTACT identified the issue, apologised for it, waived the additional premium and offered £75 to compensate for the loss of expectation from the misinformation. I think this was sufficient to put things right. I don't ask them to do anything further.

My final decision

For the reasons set out above, I don't uphold this complaint. INTACT INSURANCE UK LIMITED have already offered enough to put things right, and should pay Mr N and Mrs T the £75 if they haven't already done so.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr N and Mrs T to accept or reject my decision before 16 March 2026.

Yoni Smith
Ombudsman