

The complaint

Mr and Mrs S complain about how Xbridge Limited trading as Simply Business administered a commercial property insurance policy.

What happened

The history and details of this complaint are well known to both parties, so I won't repeat them all again here. Instead, I'll focus on providing my reasons for my decision.

In summary Mr and Mrs S are unhappy Xbridge made a mid-term adjustment to their policy to account for a claim which was known to the underlying insurer before the policy started. Xbridge received further commission on the increased premium amount which Mr and Mrs S don't believe is fair.

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 that Xbridge has not done anything wrong, I do so for the following reasons:

- Xbridge, as the broker, processed the original renewal of the policy based on the information it held. When Mr and Mrs S enquired about amending the policy it was discovered a potential claim on the policy hadn't been taken into account when the renewal was calculated. I'm satisfied Xbridge acted appropriately in contacting the Insurer at that point to clarify the position.
- The terms of business document that Mr and Mrs S received confirmed that Xbridge earn money by way of commission, and that it is calculated as a percentage of the insurance premium charged. A broker's source of income is generally the commission earned when selling, arranging and administering insurance policies and I think it's fair they are paid for their service.
- Xbridge has provided a breakdown of how the revised policy premium was calculated and how that impacted the commission charged. I'm satisfied this breakdown shows no other fee was charged when the mid-term adjustment was processed and Xbridge has charged commission, as it was entitled to, in line with its terms of business.
- I understand Mr and Mrs S are unhappy about the way in which Xbridge amended the policy and the price they have subsequently been charged; however, this is a complaint they will need to raise with the Insurer. Any action undertaken by Xbridge in changing the policy would be an action it has taken on behalf of the Insurer, so if any mistakes have been made, it would be the responsibility of the Insurer to put this right.

For the reasons set out above, I think Xbridge has acted fairly and in line with its terms of business when it charged commission on the updated premium amount.

My final decision

My final decision is that I do not uphold Mr and Mrs S' complaint against Xbridge Limited trading as Simply Business.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr and Mrs S to accept or reject my decision before 10 March 2026.

Alison Gore
Ombudsman