

The complaint

Mr J complains about the length of time taken for Advantage Insurance Company Limited (Advantage) to request proof of a no-claims discount entitlement.

What happened

Mr J took out a motor insurance policy with Advantage in March 2025. When he did so, he said he had 4 years no-claims discount (NCD). In June 2025, Advantage asked Mr J for proof of his NCD.

Mr J sent a letter from another insurer confirming he'd made no claims since 2021. After receiving this, Advantage wrote to Mr J to say that as his previous insurance had been as part of a fleet policy, he hadn't accrued the NCD he'd declared. It had recalculated the premium, and asked for an additional payment to cover the increase.

Mr J didn't accept the increased premium, as he believed it was too much, and so cancelled the policy. He complained to Advantage about the length of time it had taken to request the proof of NCD. He separately complained about the sales process and the question asked about NCD to a separate business, H.

When Advantage rejected his complaint, he referred it to our service. Our investigator thought Advantage had acted reasonably. Mr J disagreed and asked for an ombudsman's 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.

There's no dispute that even though Mr J took the policy out in March 2025, Advantage didn't ask for proof of this until June 2025. He's concerned that, having later said his NCD proof wasn't valid, it would have taken the position that his cover wasn't valid if he'd needed to make a claim.

I understand Mr J's frustration that Advantage took three months before it asked for proof of the NCD. He had no reason to believe that it hadn't accepted he was entitled to four years of NCD until June 2025. The relevant consideration here is that an insurer has a right to ask for proof of NCD when required, as that's a factor which has a significant impact on the cost of insurance. That should be done in a timely manner, but ultimately I can't say there's restriction on when it can be requested, provided the delay in requesting it doesn't cause a detriment to the policyholder.

Advantage has explained that after checking available databases after the policy had been set up, there was a discrepancy between what Mr J had declared and the information it had available. That would seem to be because the NCD he was indicating he was entitled to had been accrued on a fleet insurance policy, rather than in his own name. So the various sources of information available to Advantage didn't match what Mr J had declared. When it

became aware of this, it asked for proof of his NCD.

On receipt of the information from the fleet insurer, Advantage concluded that unfortunately this wasn't suitable proof of NCD and that Mr J had no NCD entitlement. The way the question was asked is the subject of a separate complaint so I won't go into detail around that here. Mr J didn't accept a recalculated increased premium, and so cancelled the policy. He didn't complain about the amount of the increase, but rather that any increase was due, believing the question asked when the policy was purchased was unclear. I don't need to consider Advantage's actions once it established the correct position regarding Mr J's NCD.

I can't agree that the request for the proof of NCD took too long, or that asking for the proof was unfair. Advantage became aware when checking information that the NCD declared didn't match what it could locate. It then reasonably asked for evidence to support what Mr J had said, and considered what he provided. I can't say there was an obvious detriment to Mr J that it took three months for this to be requested.

I know Mr J believes that Advantage are effectively saying he didn't have valid insurance during this period, but I've seen no evidence that Advantage has taken this position. In any case, Mr J made no claims and is unaware of any claims which could arise, so any suggestion that Advantage is seeking to void the policy back to its inception in March 2025 isn't supported by the evidence and would have no material effect on Mr J's current or future insurance.

My final decision

I don't uphold Mr J's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr J to accept or reject my decision before 23 December 2025.

Ben Williams
Ombudsman