

## **The complaint**

Mr S has complained about how Domestic & General Insurance Plc (D&G) dealt with a request to cancel an appliance warranty.

## **What happened**

Mr S phoned D&G to cancel his policy. He agreed to take out a new policy for his appliance. Mr S later complained. He said that when the new direct debit was due to be collected, D&G took the payments for both the new and the old policy. When D&G replied to the complaint, it explained what had happened with setting up the new policy. It said the old policy hadn't been cancelled as intended. This led to confusion and double payments. It said a premium had already been refunded. It also offered £20 as a goodwill gesture.

When Mr S complained to this Service, our Investigator didn't uphold the complaint. He said D&G had refunded a premium to Mr S. He was also satisfied that the payment request the following month had been rejected. He said the £20 D&G offered was fair to address the impact on Mr S.

As Mr S didn't agree, the complaint was referred to me.

## **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 uphold this complaint. I will explain why.

Mr S has said that D&G took a premium payment for a policy he had cancelled and it wasn't then fully refunded. So, I've looked at what happened.

D&G has accepted that it didn't correctly cancel a policy when Mr S requested this. Mr S had been paying £4.89 a month for the policy, which was due to increase to £5.89 a month when the policy renewed. When Mr S asked to cancel the policy, the final payment of £4.89 was due to be taken in July. I can see from D&G's records that this was collected. In August 2025, Mr S found that a payment for £5.89 had been taken from his bank account. So, he contacted D&G about this. D&G refunded Mr S £4.89. Based on what I've seen, D&G refunded Mr S the equivalent of one of the £4.89 premiums he had paid while the policy was still in place.

Mr S has provided this Service with a bank statement. This showed that in August £5.89 was taken by direct debit from his bank account. The bank statement also showed that £5.89 was credited back to Mr S the same day. D&G's records showed that the payment was recorded as "*rejected*" on its systems. Mr S has said this was because he contacted his bank, who dealt with it under the direct debit scheme, rather than D&G itself refunding the money to him. But, regardless of how the money was returned to Mr S's bank account, I'm satisfied D&G didn't retain this payment and it was refunded to him. So, I'm not persuaded there was any reason for D&G to refund anything further in relation to the premiums.

D&G also paid Mr S £20 compensation. I think that was fair in the circumstances. I think this fairly reflected the impact on Mr S because D&G didn't properly cancel the policy when he requested this, along with the inconvenience of having to follow up when the August premium was collected. I don't require D&G to pay any further compensation.

As a result, I don't uphold this complaint or require D&G to do anything else in relation to it.

### **My final decision**

For the reasons I have given, it is my final decision that this complaint is not upheld.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 12 January 2026.

Louise O'Sullivan  
**Ombudsman**