

## **The complaint**

Mr A and Miss G complain that Lloyds Bank Plc failed to support Miss G when she encountered difficulties with an insurance benefit linked to their Platinum account.

## **What happened**

Mr A and Miss G had a Platinum account with Lloyds. One of the benefits of this packaged bank account (PBA) was mobile phone insurance which was underwritten by a third party insurer who I'll call A. I also note that this insurance was administered by a third party provider, B, but for ease in this decision I will refer only to the underwriter A.

In 2024 Miss G had caused to use her mobile phone insurance with A when the glass on the back of her phone broke. Her phone was repaired and returned to her, but several months later she started experiencing problems. She took her phone to the manufacturer who inspected it and said the problems were caused by an expanded battery. She said it told her this was a result of the back panel not being sealed properly.

Over the following weeks Miss G contacted both A and Lloyds to raise concerns about the initial repair, which she believed had caused additional damage to her phone. She raised a complaint with both businesses as she felt neither had taken responsibility for what happened.

In its final response letter, A said that its repairs were only under warranty for six months so Miss G would need to raise a new claim, and pay any excess applicable, if she wanted it to repair her device.

In its final response letter, Lloyds summarised the cover included with a Platinum account noting that it isn't new for old insurance. It said that it wasn't responsible for the service provided by A and so it was unable to reimburse any losses Miss G had incurred as a result of the issues she'd faced with A.

Miss G then brought her concerns to our Service.

In relation to the Lloyds complaint, she felt Lloyds had misrepresented her concerns in its response by suggesting she was unhappy about non-original parts being used. Miss G didn't feel that Lloyds had sufficiently supported her, instead asking her to deal with A. She felt Lloyds should take responsibility for the quality of the benefits it sells to its customers. She highlighted the financial loss caused by having to replace the phone and the distress and inconvenience caused by both the sudden loss of a working phone and the process of trying to resolve matters.

Our Investigator looked into the Lloyds complaint but didn't uphold it. They said that Lloyds wasn't responsible for how claims are handled.

Miss G disagreed saying Lloyds failed to support her despite being the main provider of her Platinum account and the person she pays the fees to for these benefits.

So, the complaint was passed to me to consider.

### **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'd like to be clear that in this decision I am only considering the actions of Lloyds, not A. Mr A and Miss G raised a separate complaint about A, and although I appreciate they remain unhappy with the response they received, our Service has already reached a finding that we cannot consider this complaint any further as it was brought to our Service too late.

In relation to Lloyds, Miss G feels that it acted unreasonably in not helping her with her complaint or taking responsibility for A's actions, but I don't agree.

Having looked at the terms of the Platinum account, I can see that A, and not Lloyds, is the provider of her mobile phone insurance. This means that claims related matters need to be dealt with by A.

I recognise Miss G thinks Lloyds should take some responsibility given that it sold them this insurance, but that isn't how the Platinum account works. Lloyds, as the provider of the account, facilitate access to a range of PBA benefits including the mobile phone insurance. But, as I said, the actual provider of the insurance is A. And as responsibility for claim handling and decisions rests with A, and so are broadly speaking outside of Lloyds' control, I don't think it would be fair to expect Lloyds to share responsibility.

And, for the reasons outline above, I don't think Lloyds needed to intervene in this case when Mr A and Miss G were unhappy with how A dealt with things.

It's clear Miss G feels quite strongly that Lloyds should have done more to support her here and I can see that this has been a very frustrating process to go through. I know my decision will disappoint Mr A and Miss G, but I could only ask Lloyds to take further action, or suggest it should have acted differently, if I thought it had made any errors here. But I'm satisfied it didn't and that it acted in line with the PBA terms, which indicate that the mobile phone insurance is provided by A, when it directed Miss G to A.

I appreciate Miss G feels Lloyds mischaracterised the complaint in its response, but I'm satisfied it understood the concerns she was raising and explained that the claim was not something it was responsible for.

### **My final decision**

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A and Miss G to accept or reject my decision before 15 January 2026.

Jade Cunningham  
**Ombudsman**