

My name is Christopher Reeves and I am an ombudsman. I work with Lauren at the Financial Ombudsman Service.

You told Lauren Lloyds Bank Plc (Lloyds) owes you lots of money.

An ombudsman called Nicolas has already asked Lloyds to pay you £7,500 because of the problems you had repaying your loans.

My job is to look at your complaint about the insurance you had with your loans. The insurance is called payment protection insurance or PPI.

You had PPI with 4 loans. You didn't need PPI. So Lloyds has agreed to give you back all the money you paid for PPI.

I can see Lloyds has paid some money into your current account. I have checked and I think Lloyds has paid you back all the money you paid for PPI.

How much did you pay for PPI?

- In March 2007, you asked Lloyds to lend you some money. The number on this loan agreement ends in 2369. But a few days later, the loan was cancelled.

So you didn't pay any money for PPI with this loan.

- In January 2008, you borrowed some money from Lloyds. The number on this loan agreement ends in 8127.

You had to pay £19.67 for PPI every month. And you made 4 payments. So in total, you paid £78.68 for PPI with your first loan.

- In June 2008, you borrowed more money from Lloyds. The number on this loan agreement ends in 1143. This loan paid off your first loan.

You had to pay £42.87 for PPI every month. And you made 3 payments. So in total, you paid £128.61 for PPI with your second loan.

- In October 2008, you borrowed more money from Lloyds. The number on this loan agreement ends in 6953. This loan paid off your second loan.

You had to pay £49.55 for PPI every month. And you made 7 payments. So in total, you paid £346.85 for PPI with your third loan.

- In April 2009, you borrowed more money from Lloyds. The number on this loan agreement ends in 2378. This loan paid off your third loan.

You had to pay £37.54 for PPI every month. And you made 21 payments of £37.54.

You also paid an extra £226.22 with this loan because you'd had PPI with your other loans.

So in total, you paid £1,014.56 for PPI with your fourth loan.

I have added together the money you paid for PPI with all 4 loans.

Altogether, you paid £1,568.70 for PPI.

#### How much has Lloyds paid you?

Lloyds has paid some money into your current account. I have made a list of every payment Lloyds has made.

- On 9 November 2011, Lloyds made three payments. I have added together the three payments. In total, Lloyds paid you £1,611.82 on 9 November 2011.
- On 22 November 2011, Lloyds paid you £884.73.
- On 19 March 2015, Lloyds paid you £285.43.
- On 10 October 2016, Lloyds made four payments. I have added together the four payments. In total, Lloyds paid you £797.38 on 10 October 2016.

Altogether, Lloyds has paid you £3,579.36.

So Lloyds has paid you a lot more than you paid for PPI.

Lloyds has paid you more than you paid for PPI to say sorry and because you couldn't use the money you paid for PPI for other things.

I think Lloyds has paid you the right amount. So I am not going to tell Lloyds to pay you any more money.

#### Your credit card

In July 2002, you asked Lloyds to give you a credit card. You had the credit card for three years.

The credit card number ends in 0611.

Lloyds has sent me some of your credit card statements. I have seen statements from every year. And I don't think you used your credit card at all. Your credit card balance is zero on every statement I have seen.

This means you didn't pay any money for PPI with your credit card.

On 19 April 2016, Lloyds paid you £1,582.79. This was a mistake. Lloyds didn't need to pay you anything. But Lloyds aren't going to ask you to pay this money back. And I think that is fair.

#### My final decision

I have explained why I think Lloyds has paid you all the money it needs to pay you for PPI.

Lloyds Bank Plc does not owe you any more money.

You now have to decide whether or not to accept my decision. You don't have to accept my decision.

However, even if you don't accept my decision, you can't ask the ombudsman service or Lloyds to look at your complaints about PPI anymore.

And it is important that you don't call Lloyds to talk about PPI anymore.

You need to tell me if you accept or reject my decision before 27 April 2017.

Christopher Reeves  
**ombudsman**