

complaint

Mr H complains Tradewise Insurance Company Limited unfairly refused a claim against his commercial motor insurance policy.

background

In October 2017 Mr H had a vehicle stolen. He claimed on his Tradewise motor trade road risks policy. But the claim was refused. Tradewise said when the vehicle was stolen it hadn't been in the course of a journey or parked at Mr H's home. So the theft wasn't covered by his policy.

Mr H complained but Tradewise didn't change its decision. It still refused to pay the claim. Mr H wants it to be paid.

Our Investigator said Tradewise had refused the claim fairly and in line with Mr H's policy terms. Mr H asked for an Ombudsman to consider the complaint. So it's come to me for a final decision.

my findings

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'm not making Tradewise pay the claim or do anything differently.

Mr H's policy terms says Tradewise will provide insurance whilst a vehicle is at his residence or whilst its being used or parked during a journey.

When the vehicle was stolen it wasn't at Mr H's residence. Neither was it being used or parked during a journey. He'd left it at his friend's house. So Tradewise's decision that the theft isn't covered by the policy is fair and reasonable.

Mr H says he wasn't made aware that theft would only be covered in limited circumstances. But it seems he was sent a Key Facts document when the policy was set up. This explained cover only applies at his residence or during the course of a journey. So I think it was brought to his attention.

So Tradewise's decision to refuse the claim was fair and reasonable.

my final decision

For the reasons given above, I'm not making Tradewise Insurance Company Limited pay Mr H's claim or do anything differently.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr H to accept or reject my decision before 19 January 2020.

Daniel Martin
Ombudsman