

complaint

Miss W complains that Bank of Scotland plc ("Halifax") mis-sold her two mortgage payment protection insurance ("MPPI") policies in 2001 and 2004.

background

Miss W bought a MPPI policy in October 2001 to protect her mortgage repayments. The policy was sold during a branch meeting. She cancelled the policy in July 2002.

Miss W bought her second MPPI policy in October 2004 and was also sold this during a branch meeting. She cancelled this policy in May 2006.

Miss W believes Halifax mis-sold both policies. She doesn't think Halifax gave her any choice to have them with her mortgage.

Our adjudicator didn't uphold the complaint. As the complainant doesn't agree with the adjudicator's opinion, the complaint has been passed to me.

my findings

I've considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint.

We've set out our general approach to complaints about the sale of PPI on our website and I've taken this into account in deciding Miss W's case.

I've decided not to uphold Miss W's complaint because:

- I can't be sure how the policy was presented to Miss W during either meeting. But I've looked at what she and her representatives have said about how the policy was sold on each occasion and I think, after considering the documentation provided by Halifax for the sales in 2001 and 2004, it is just as likely that she was advised both times that it was a good idea to have the insurance to protect her mortgage repayments.
- I think Halifax recommended the MPPI policies to Miss W, but it doesn't look as if they were unsuitable for her based on what I've seen of her circumstances at the time of each sale (her circumstances were very similar).
- Halifax has provided some information about the costs relating to each MPPI policy that Miss W took out. It has also provided us with a document that shows how it would have set out the cost and benefit of the policy, giving Miss W enough information to decide if she wanted to take it.
- Both policies were reasonably priced compared to similar policies available at the time and to the monthly mortgage repayment. And Miss W could have cancelled the PPI if it did become unaffordable either in 2001 or 2004 (something she did do on both occasions).
- Its possible Halifax didn't point out the main things the policy didn't cover. But its unlikely Miss W would've been affected by any of these.

To conclude, I have looked carefully at the evidence that is available to me, including what Miss W has told us about her situation at the time of each sale. I think that the policies that Halifax recommended to Miss W were suitable for her, and I have seen nothing that makes me think that she would have decided not to buy the cover had she received more, or better, information about it in 2001 and 2004.

my final decision

For the reasons set out above, I don't uphold Miss W's complaint.

Under the rules of the Financial Ombudsman Service, I am required to ask Miss W to accept or reject my decision before 13 November 2015.

Mark Richardson
ombudsman