

complaint

Mr A is unhappy with the amount Ambant Underwriting Services Limited ("Ambant") refunded him when he cancelled his Corgi Home Plan.

background

Mr A took out a Corgi Home Plan which was provided by Ambant. This provided him with a range of benefits. He had insurance to cover necessary repairs to his central heating system, his boiler, the plumbing and the electrics in his home. He also paid extra for an annual service to be carried out on his boiler.

In late 2016, Mr A noticed that his boiler hadn't been serviced that year so he queried it. He was told that the boiler was supposed to be serviced in the summer. This clearly hadn't happened in Mr A's case. He was unhappy with this and so he cancelled his policy and asked for a refund. He now says that the amount that Ambant has agreed to refund him is too low.

One of our investigators looked at the way this had been calculated and thought it was fair. Mr A disagreed with the investigator's opinion and so the complaint has been passed to me to make 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. And having done so, I agree with the conclusion reached by the investigator.

Mr A was paying a monthly fee to Corgi. But not all of this was to cover the cost of servicing the boiler. The bulk of it was to pay for the insurance that was also included as part of the plan. I don't think it would be fair for Mr A to expect the cost of the *insurance* to be returned to him. After all, he has had the benefit of being covered up until the point he cancelled the policy even if he was fortunate enough to not need to make a claim during this period.

But I agree that he shouldn't be expected to make a contribution towards the cost of a boiler service that didn't take place. And as it's been confirmed that the boiler servicing cost £4 per month and he made seven payments towards the cost of the annual service in 2016, it makes sense that the amount Corgi should refund to him is £28.

my final decision

For the reasons I've set out above, I think Ambant Underwriting Services Limited's offer of £28 is fair. It should now pay this to Mr A if it hasn't already.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 11 October 2017.

James Kimmitt
ombudsman