

## **complaint**

Mr G says Lloyds Bank PLC trading as Lloyds TSB mis-sold him a payment protection insurance (PPI) policy.

Mr G is represented by a Claims Management Company (CMC).

## **background**

Mr G bought the policy in 2000 at the same time as taking out a credit card.

Our adjudicator didn't uphold the complaint. Mr G disagreed with the adjudicator's opinion, so the complaint has been passed to me.

## **my findings**

I've considered all the available evidence and arguments to decide what's 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 Mr G's case.

I understand Mr G will be disappointed but I've decided not to uphold his complaint. I'll explain why:

- Mr G has said that he didn't ask for the insurance and it was added to the credit card without him knowing.

Lloyds has given us a copy of Mr G's credit card application form. There is a section headed "optional features". Within this section there is a bit for "Asset Payment Protection". Mr G has ticked next to "*tick yes to take out Asset Payment Protection and protect your payments*". There was also an equally noticeable option to say no.

So I think it's more likely that Mr G was aware of the PPI and that he chose to take it, even if – understandably – he can't remember, so many years later. And, without any additional evidence to consider supporting what Mr G has said, I can't fairly say, based on what I have, that Lloyds simply added the policy to his credit card.

- Lloyds told us it recommended the PPI to Mr G. Mr G doesn't remember having a conversation about PPI.

I don't know what was said to Mr G at the time and I accept it's possible that Lloyds didn't do everything it should have. But Mr G can't remember much about his circumstances from the point of sale and he can't tell us if he had any other ways that would've helped him make his repayments if he found himself out of work. So, based on the information I have, including how much the policy cost and the benefit it could've given, I can't fairly say that Mr G wouldn't have taken the policy. So I can't fairly uphold Mr G's complaint for this reason.

- It's possible the information Lloyds gave Mr G about the PPI wasn't as clear as it should've been. But Mr G doesn't appear to have been affected by any of the main things the policy didn't cover – and based on what he's told us about his circumstances it looks like the policy could've been useful to him. So I don't think better information would've stopped him buying it.

I've taken into account Mr G and the CMC's comments, including what they said about the policy not being good value for money. But, for the reasons given above, these points don't change my conclusion.

### **my final decision**

For the reasons set out above, I don't uphold Mr G's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr G to accept or reject my decision before 16 February 2017.

Martin Purcell  
**ombudsman**