Financial Ombudsman Service

complaint

Mr V complains about the sale of two income insurance policies by Barclays Bank Plc. He says he was placed under pressure to take out the policies, which he didn't need.

our initial conclusions

Our adjudicator didn't uphold the complaint. She didn't think there was evidence that Mr V had been placed under pressure to take out the policies, as he was aware they were optional. She noted Mr V didn't receive any advice from Barclays about the suitability of the policies.

my final decision

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

In September 2010, Mr V took out the first policy, which he cancelled six months later. He then took out a second policy in August 2012, but then cancelled it three months later. Mr V was working for Barclays at the time, and says he was placed under pressure to take out the policies in order to meet targets.

I can't comment on any concerns Mr V has with Barclays as an employer, as this falls outside my remit. I've therefore only considered his concerns about the sale of the policies.

The policies were both taken out on a non-advised basis. In other words, Barclays didn't give Mr V any advice about the suitability of the policies. I see that Barclays wrote to Mr V after he'd taken out the policies and confirmed they were optional. It also provided him with details of the key benefits and exclusions. So I think he was provided with enough information about the policies to decide whether he wanted them or not (given his occupation, I think he would have understood anyway what the policies covered). Because of this, I don't think the policies were mis-sold.

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr V either to accept or reject my decision before **8 February 2016.**

Chantelle Hurn-Ryan

ombudsman at the Financial Ombudsman Service

The ombudsman may complete this section where appropriate – adding comments or further explanations of particular relevance to the case.

ombudsman notes

what is a final decision?

- A final decision by an ombudsman is our last word on a complaint. We send the final decision at the same time to both sides – the consumer and the financial business.
- Our complaints process involves various stages. It gives both parties to the complaint the opportunity to tell us their side of the story, provide further information, and disagree with our earlier findings – before the ombudsman reviews the case and makes a final decision.
- A final decision is the end of our complaints process. This means the ombudsman will not be able to deal with any further correspondence about the merits of the complaint.

what happens next?

- A final decision only becomes legally binding on the financial business if the consumer accepts it. To do this, the consumer should sign and date the acceptance card we send with the final decision – and return it to us before the date set out in the decision.
- If the consumer accepts a final decision before the date set out in the decision we will tell the financial business – it will then have to comply promptly with any instructions set out by the ombudsman in the decision.
- If the consumer does not accept a final decision before the date set out in the decision, neither side will be legally bound by it.