

complaint

Mr G complains about Admiral Insurance Company Limited's valuation of his car following a claim on his motor insurance policy.

background

Admiral's initial valuation of Mr G's car amounted to £21,920. After raising his dissatisfaction with this amount Admiral raised its valuation to £23,020. Mr G remains dissatisfied. He believes a fair valuation would be £24,250. Admiral did not agree so Mr G complained to this service.

Our adjudicator checked the valuations in accordance with our usual, and published, approach to this type of complaint. He concluded that Admiral's offer was insufficient and recommended it pay an additional £1,957 plus interest. He also felt that Admiral's handling of the matter had caused Mr G unnecessary inconvenience in having to dispute it and recommended £100 compensation in that respect.

Admiral did not accept the recommendations and requested an ombudsman decision. It has concerns that the valuations we obtained may not be accurate as they differ significantly from those it obtained.

my findings

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

I appreciate Admiral has concerns that our service has apparently obtained different valuations from those it obtained - despite them being for the same car and through the same channels.

However, I have very carefully checked the car's make, model and specification as per the documentation provided – which includes Admiral's engineer report and the registration document. I have also very carefully checked the valuations obtained and that they are for the same car – including registration and vehicle identification number where possible.

I am satisfied that the valuations we have are accurate and in turn consider the adjudicator's recommendation to be reasonable. I also agree with his suggested level of compensation.

Mr G's reference to the finance having remained outstanding has been noted. However, as Admiral's offer was not so low as to be considered wholly unreasonable I do not think the impact of its offer ought to have had a huge effect in respect of the finance. Particularly as the finance and insurance are separate agreements and payments have to be kept up, or the loan settled, regardless of any claim situation.

my final decision

It is my final decision that I uphold this complaint and I require Admiral Insurance Company Limited to do the following:

- Pay Mr G an additional £1,957 plus interest at the rate of 8% per annum simple from the date of loss to the date of payment.

- Pay Mr G £100 compensation for inconvenience caused by its inadequate valuation.

Colin Keegan
ombudsman