

complaint

Mr P says Barclays Bank Plc trading as Barclaycard ("Barclays") mis-sold him a payment protection insurance ("PPI") policy.

background

Mr P bought the policy in 1999, some time after he took out a credit card. Mr P had other accounts with Barclays but this decision is only about the PPI taken out in 1999.

Our adjudicator didn't uphold the complaint. Mr P 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 P's case.

I've decided not to uphold Mr P's complaint about this policy.

Mr P has said he took out the PPI in a meeting. But it's been quite a long time since the sale of the policy so he's also said he can't remember when it was. Barclays has said it was most likely taken out during a telephone call as it was added after the credit card. But it hasn't been able to give us anything to show this or what would've been discussed. I don't think I can say for sure how the PPI was sold but I don't think that makes a difference in this case.

Mr P has said he didn't ask for the PPI but he was told he had to take it to get the credit card. The PPI start date was around 16 months after the credit card. So, I think it would've been clear to Mr P that it was a separate product and it wouldn't have been a condition of his credit card. I think it's likely Barclays gave him a choice to take the PPI and he agreed to it.

Barclays has said it recommended the PPI to Mr P, but it doesn't look as if it was unsuitable for him based on what I've seen of his circumstances at the time.

It's possible the information Barclays gave Mr P about the PPI wasn't as clear as it should've been. But it's unlikely Mr P would've been affected by any of the main things the policy didn't cover. And the policy was competitively priced in comparison with similar policies sold at the time, and had a reasonable benefit. So I don't think better information would've stopped him buying it.

I've taken into account Mr P's comments, including what he's said about not being told about cheaper policies elsewhere and not being given a cooling off period. But these points don't change my conclusion.

my final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr P to accept or reject my decision before 11 April 2016.

Nadya Chandra
ombudsman