

## complaint

This complaint is about a credit card payment protection insurance ('PPI') policy taken out in 2004. Mrs C says Lloyds Bank PLC (trading at the time as Lloyds TSB) mis-sold her the PPI.

## my findings

I've considered all the available evidence and arguments to decide what is 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 Mrs C's case.

I've decided the policy wasn't mis-sold because:

- I think Lloyds made it clear that Mrs C didn't have to take out the PPI and she chose to take it out – although I can understand why she can't remember this.

I say this because I've seen a copy of Mrs C's credit card application. It has an option to accept or decline PPI. There's a tick beside the option to accept PPI, and Mrs C has signed the form. So I think this indicates what Mrs C wanted. I've also noted that there was an option for another product on the form, but there's no tick to indicate that it was wanted.

I've thought about what Mrs C has said about not requesting the policy. As the PPI premiums appeared on her monthly credit card statements, I think she would have questioned this with Lloyds if PPI was something she hadn't requested and cancelled the policy if it was something she felt she didn't want. But I haven't seen evidence that she did, and she continued to pay for PPI for some time after taking out the policy.

- Lloyds didn't recommend the PPI to Mrs C so it didn't have to check if it was right for her. But it did have to make sure Mrs C got the information she needed to decide if it was right for her.
- It's possible the information Lloyds gave Mrs C about the PPI wasn't as clear as it should've been. But she chose to take out the PPI – so it looks like she wanted this type of cover. Based on what I've seen of her circumstances at the time it doesn't look like she was affected by any of the exclusions to or limits on the PPI cover – so it would have been useful for her if something went wrong. It also looks like the PPI was affordable. So I don't think better information about the PPI would have put her off taking out the cover.
- Which means Lloyds doesn't have to pay back all of the cost of the PPI to Mrs C.

But Lloyds will pay back *some* of the cost of the PPI to Mrs C because:

- When the policy was sold, Lloyds expected to get a high level of commission and profit share (more than 50% of the PPI premium) – so it should have told Mrs C about that. Because Lloyds didn't tell Mrs C, that was unfair.
- To put that right, Lloyds has basically offered to pay back the amount of commission and profit share that was above 50% of the PPI premium – and I think that offer is fair in this case.

I've thought about everything Mrs C has said, but these points don't change my decision and I don't uphold this complaint.

**what the business needs to do**

Lloyds has to pay back to Mrs C any commission and profit share it got that was more than 50% of the PPI premium. Lloyds should also pay back to Mrs C any extra interest she paid because of that.

Lloyds should re-work the credit card account and pay back to Mrs C the difference between what she owes and what she would've owed if the commission and profit share it got hadn't been over 50% of the cost of the PPI. Lloyds should also pay Mrs C 8%\* simple interest if Mrs C paid off her credit card at some point.

\*Businesses have to take basic rate tax off this interest. Mrs C can claim back the tax if she doesn't pay tax.

**my final decision**

The PPI policy wasn't mis-sold – so Lloyds Bank PLC does not have to pay back all of the cost of the PPI to Mrs C.

But Lloyds Bank PLC does have to pay back to Mrs C any commission and profit share it got that was more than 50% of the PPI premium.

Under the rules of the Financial Ombudsman Service, I am required to ask Mrs C to accept or reject my decision before 12 April 2018.

Daniel O'Shea  
**ombudsman**