

## **complaint**

Mr S says Decidebloom Limited (trading as Stoneacre) mis-sold him an insurance policy.

## **background**

In 2008 Mr S took out a hire-purchase agreement to buy a car. At the same time he took out an insurance policy costing £24.93 a month, which would pay off what was owed on the agreement if he died or got a serious illness.

One of my ombudsman colleagues considered Mr S's complaint and issued a provisional decision in February 2016 explaining why she didn't think the complaint should be upheld. Decidebloom said it had nothing to add following receipt of the provisional decision and we didn't get a reply from Mr S.

The case has been passed to me to make a final decision in my colleague's absence.

## **my findings**

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

The policy Mr S took out wasn't a traditional payment protection insurance (PPI) policy, as it didn't cover him for being off work sick, or losing his job. But I think the relevant issues here are much the same as our well-established approach to PPI complaints, which is set out on our website. And I've taken that into account in deciding this case.

Having done so, I agree with my colleague that we can't fairly uphold this complaint. That's because:

- I think Decidebloom made Mr S aware he had a choice about whether or not to take out the policy and he chose to do so.
- I think Mr S believed Decidebloom recommended he take out the policy. But it doesn't look like it was unsuitable based on what I've seen of his circumstances at the time. Mr S has said he didn't need the policy because he had similar cover already in place. But the only paperwork he's sent us about this is for a decreasing term assurance policy taken out nearly two years after he bought the policy this complaint concerns. So it does look like he had a need for the cover when it was sold.
- The paperwork completed at the time showed how much the policy would cost each month.
- It's possible Decidebloom didn't give enough information about the main limits and exclusions to the policy cover. But it doesn't seem likely Mr S would have been affected by any of those things. So I don't think having more information would have changed his decision to buy the policy.

## **my final decision**

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 S to accept or reject my decision before 11 April 2016.

Ruth Hersey  
**ombudsman**