

complaint

Miss B complains that Olympic Warranties Ltd mis-sold her mechanical breakdown insurance for her car.

background

Miss B had a problem with her car's transmission and – although she had warranty insurance – she ended up paying a garage to fix it. She complained that Olympic had mis-sold the warranty.

The adjudicator didn't recommend that the complaint should be upheld. He thought that the documentation was sufficient to confirm the warranty's suitability or otherwise. There was also an adequate breathing space to review the warranty, the adjudicator said.

Miss B disagrees with the adjudicator's opinion. She says, in summary, that Olympic has never said what it would cover.

my findings

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

Miss B bought a used car in late 2013.

A month later she bought an Olympic warranty by telephone. Olympic hasn't provided a recording of that call. But I don't think any recording would change the effect of the documents Olympic sent Miss B.

The documents included a keyfacts® summary and the detailed terms and conditions. The documents also included a notice of cancellation rights during a cooling-off period.

The warranty wasn't one from which Miss B could never benefit.

I think it was reasonably clear as to what it covered and what it didn't.

Miss B later made a claim which Olympic turned down. One of my colleagues has dealt with her complaint about that. So I can't comment on the engineering and other evidence about whether her car suffered a sudden and unexpected mechanical breakdown.

Overall, I don't think it would be fair and reasonable to order Olympic to make any redress to Miss B relating to its sale of the insurance.

my final decision

For the reasons I've explained, my final decision is that I don't uphold this complaint. I make no order against Olympic Warranties Ltd.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss B to accept or reject my decision before 4 April 2016.

Christopher Gilbert
ombudsman