

## **complaint**

Mr P says Barclays Bank Plc (trading as Woolwich) mis-sold him a mortgage payment protection insurance (MPPI) policy.

## **background**

This complaint is about a monthly premium MPPI policy taken out with a mortgage in July 2006.

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 is fair and reasonable in the circumstances of this complaint.

We've set out our general approach to complaints about the sale of MPPI 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 because:

- I think Woolwich made Mr P aware that the MPPI was optional and that he chose to take it. A demands and needs statement for MPPI has been filled in, so I think it's likely a discussion took place around Mr P's circumstances at the time. Mr P has ticked the box to say he wants to take MPPI on the application form. There is an option to sign to decline MPPI, which Mr P hasn't signed. Mr P has also signed to take MPPI in a separate place from where he agreed to take out the mortgage. So I think Mr P would've known that MPPI was a separate product and that he had a choice about taking it. I've seen nothing to show Mr P was pressured into taking MPPI.
- Woolwich recommended MPPI 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. Mr P has told us he had sick pay for between 3 and 6 months. But the MPPI policy would've paid out in addition to his sick pay, and for longer. He's also told us his savings would've lasted for less than 3 months. So I think MPPI would've been useful to him.
- The cost of the policy was shown on the application form. So I think Mr P would've understood how much he would need to pay for it.
- It's possible Woolwich didn't point out the main things the policy didn't cover. But it's unlikely Mr P would have been affected by any of these.

I've taken into account Mr P's comments, including what he's said about the demands and needs statement. 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 am required to ask Mr P to accept or reject my decision before 8 April 2016.

Helen Sutcliffe  
**ombudsman**