

## **complaint**

Mr M says Lloyds Bank PLC (trading as Lloyds TSB) (“Lloyds”) mis-sold him a payment protection insurance (PPI) policy.

## **background**

This complaint is about a monthly premium PPI policy taken out with a loan in 2010.

Our adjudicator didn’t uphold the complaint. Mr M disagreed with the adjudicator’s opinion so the complaint has been passed to me.

## **my findings**

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint.

The relevant issues to take into account are the same as those set out in the note on our website about our approach to PPI complaints.

I’ve decided not to uphold Mr M’s complaint because:

- The loan agreement required Mr M to tick to show he wanted the policy and to sign for it separately. So I think it’s likely that Mr M would have been aware from this section that the PPI was optional and that by signing, he was confirming that he wanted the policy.
- Lloyds has told us that it recommended the PPI to Mr M, but it doesn’t look as if the recommendation was unsuitable for him based on what I’ve seen of his circumstances at the time. Mr M has told us he wasn’t entitled to any employee benefits. And he had no other means to repay his loan if he had been unable to work. So I think the policy would have been useful for him if he had needed to claim against it.
- The cost of the policy was shown. So I think Mr M would’ve understood how much he would need to pay for it.
- It’s possible Lloyds didn’t point out the main things the policy didn’t cover. But it’s unlikely Mr M would have been affected by any of these.

I’ve taken into account Mr M’s comments, including what he’s said about not remembering discussing PPI. But these points don’t change my conclusion.

## **my final decision**

For the reasons set out above, I don’t uphold Mr M’s complaint.

Under the rules of the Financial Ombudsman Service, I am required to ask Mr M to accept or reject my decision before 13 February 2015.

Karen Hanlon  
**ombudsman**