

complaint

Mr and Mrs R say that Allianz Insurance Plc gave them confusing information about whether it would help them to trace a leak, following problems with their boiler.

background

Mr and Mrs R's boiler was losing pressure. An engineer said that the boiler was operating properly and the problem was likely to be with the pipework or radiators. Mr and Mrs R asked Allianz if they could arrange for the leak to be traced under their home insurance policy. They say that Allianz gave them inaccurate and contradictory information about whether they could make a claim. Mr and Mrs R also say that Allianz gave them poor service.

Our investigator said that the policy wording was clear and that Allianz gave Mr and Mrs R correct information about the policy. She agreed that the second member of staff that Mr and Mrs R spoke to didn't handle the phone call well. Allianz had offered £75 for that – and that was a fair offer. The investigator said that Allianz had agreed to look at the report about damage to the boiler. But it had said it's unlikely to be covered as there was no evidence of a leak.

Mr and Mrs R responded to say, in summary:

- £75 compensation wasn't adequate.
- Allianz's explanation was confusing and inaccurate.
- They were concerned about how the boiler was affected.
- This matter had caused delays and stress.

my findings

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

cover

Mr and Mrs R want Allianz to pay to trace a leak that they think is causing their boiler to lose pressure. They have a report, which says that this issue could cause damage to the boiler if it continues.

I think the policy wording is clear that if there is damage to the building caused by water escaping from pipes or heating installations then Allianz will pay the costs of finding the source of the leak.

Allianz would only be required to pay to trace a leak if the building had been damaged and the damage was caused by an escape of water. I don't think the evidence it had was enough to say that the building, including the boiler had suffered any damage or that it was caused by a leak. So I don't consider it has acted unfairly by not agreeing to meet the cost of tracing the leak.

Of course, Allianz should consider any further evidence Mr and Mrs R provide about any damage to the building and reconsider whether there is a claim.

customer service

I've listened to Mrs R's phone calls with Allianz. I don't think it gave Mrs R incorrect information about the cover provided by the policy.

I agree that Allianz handled the second call very poorly and gave Mrs R poor service. But I think the offer of £75 fairly reflects the trouble and upset Mrs R suffered.

my final decision

My final decision is that Allianz Insurance Plc should pay Mr and Mrs R £75, less any payments already made to her in relation to this matter.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr and Mrs R to accept or reject my decision before 18 September 2017.

Ken Rose
ombudsman