

complaint

Ms W complains about a Repayment Option Plan (ROP) she had on her credit card account with Vanquis Bank Limited. She says that she accepted the policy because she felt pressured.

our initial conclusions

Our adjudicator did not recommend that the complaint should be upheld. He said that he had listened to the phone call when Ms W took out the plan, and Ms W was told it was optional. The adjudicator pointed out that a ROP is not an insurance product, for which specific rules applied. He found that Vanquis had given her enough information to understand it, and that details of the terms and conditions were sent to her.

Ms W replied to say that she would like to appeal against the decision, and indicated that she understood she was complaining about payment protection insurance (PPI).

my final decision

To decide what is fair and reasonable in this complaint, I have considered everything that Ms W and the business have provided.

A ROP is not PPI and, as the adjudicator explained, different rules apply.

I agree with the adjudicator that the evidence shows Ms W didn't have to take out the plan. I'm satisfied that the plan was described clearly to her, and she took it out after the account had been opened, so she couldn't have thought she wouldn't get the account if she refused. She was also sent details about the plan when her account was opened and could have cancelled it then.

My final decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I am required to ask Ms W either to accept or reject my decision before 8 April 2014.

Belinda Knight

ombudsman at the Financial Ombudsman Service

The ombudsman may complete this section where appropriate – adding comments or further explanations of particular relevance to the case.

ombudsman notes

what is a final decision?

- A final decision by an ombudsman is our last word on a complaint. We send the final decision at the same time to both sides – the consumer and the financial business.
- Our complaints process involves various stages. It gives both parties to the complaint the opportunity to tell us their side of the story, provide further information, and disagree with our earlier findings – before the ombudsman reviews the case and makes a final decision.
- A final decision is the end of our complaints process. This means the ombudsman will not be able to deal with any further correspondence about the merits of the complaint.

what happens next?

- A final decision only becomes legally binding on the financial business if the consumer accepts it. To do this, the consumer should sign and date the acceptance card we send with the final decision – and return it to us before the date set out in the decision.
- If the consumer accepts a final decision before the date set out in the decision we will tell the financial business – it will then have to comply promptly with any instructions set out by the ombudsman in the decision.
- If the consumer does not accept a final decision before the date set out in the decision, neither side will be legally bound by it.