

## **complaint**

Mr S is unhappy The Prudential Assurance Company Limited (Prudential) will not change the date of his annuity payment.

## **background**

Mr S asked Prudential to change the date of his annual annuity payment to a more convenient date. This would have involved bringing the payment forward a few months. Prudential told Mr S it couldn't do this so he complained.

Mr S wasn't happy with Prudential's response so he brought the complaint to our service.

Our investigator looked into the complaint but didn't uphold it. She didn't think Prudential had done anything wrong because it made payments in line with the agreement Mr S entered into. She said if Prudential were to bring the payment date forward, he'd be receiving funds at a time he wasn't entitled to under the agreement.

Mr S didn't agree Prudential had acted fairly. As things couldn't be resolved, the complaint has been passed to me for a final decision.

## **my findings**

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

It's not in dispute Prudential is paying Mr S his annual annuity at the right time under the existing agreement. What I need to decide is whether or not Prudential should change the payment date, and whether it needs to do anything else to resolve the complaint.

I believe one of the key features of Mr S's annuity with Prudential is that you can't change the income options once they've been chosen and the cooling-off period has ended. So I don't find Prudential was wrong to decline Mr S's request.

Mr S originally asked for the payment to be made when it currently is. I'm sorry to hear this is no longer convenient. I can understand why Mr S wants to bring his payment date forward. But Prudential hasn't made a mistake, and it's under no obligation to change the payment date. So whilst I know it'll disappoint Mr S, I'm not going to direct it to do anything else.

## **my final decision**

For the reasons given, my final decision is I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 19 April 2018.

Simon Wingfield  
**ombudsman**