

complaint

Mr E complains that Vanquis Bank Limited mis-sold a Repayment Option Plan to him when he opened a credit card account.

our initial conclusions

Our adjudicator didn't uphold the complaint. She thought that when Mr E opened the account, Vanquis explained the plan to him and told him it was optional and that Mr E agreed to take it out. Mr E doesn't accept that conclusion and says he was confused by Vanquis and pressured into taking out the plan.

my final decision

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. I've come to the same overall conclusion as the adjudicator.

I've listened to a recording of the phone call in which Mr E agrees to take out the plan. I'm satisfied that Vanquis explained to Mr E its features, and that it was optional. I'm also satisfied Vanquis told Mr E that he could opt out of the policy at any time. I appreciate Mr E says he was confused during that call but I'm satisfied that he agreed to take out the plan and I don't think he was pressured into taking it out.

Vanquis has also said that the charges for the plan are set out on each statement. Mr E could've cancelled the plan earlier than he did but chose not to do so. I find nothing to indicate Vanquis didn't follow its usual procedures in providing Mr E with clear information about the plan and for him to make an informed decision.

I don't think it fair in all the circumstances to require Vanquis to refund the cost of the plan.

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I am required to ask Mr E either to accept or reject my decision before **29 March 2016**.

David Singh

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.