

complaint

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

background

Mr L bought the policy in 2001 at the same time as taking out a credit card. Mr L says he took out the card during a meeting with Lloyds.

Our adjudicator didn’t think we should uphold the complaint. Mr L disagreed with the adjudicator’s opinion, so the complaint has been passed to me.

my findings

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

We’ve set out our general approach to complaints about the sale of PPI on our website and I’ve taken this into account in deciding Mr L’s case.

I’ve decided not to uphold Mr L’s complaint. I’ll explain why.

Lloyds has to make it clear to Mr L that he had a choice about buying PPI. Mr L says he was unaware PPI had been added to his credit card. Lloyds has provided a copy of Mr L’s credit card application form. Under the heading ‘*Optional features*’ there are a number of boxes. The box ‘yes’ to PPI has a tick in it. The ‘no’ box has been left blank. So, on balance, I think it’s more likely that Lloyds made Mr L aware that he had a choice about buying the PPI, and that he chose to take it.

Lloyds says it recommended the PPI to Mr L. So it had to make sure it was right for him based on his personal circumstances. From what I’ve seen Mr L was eligible for the policy and I can’t see that it was unaffordable. I haven’t seen anything that would’ve stopped him from making a claim if he’d needed to. And as Mr L had no sick pay through work or savings I think it could’ve provided him with a useful benefit.

It’s possible the information Lloyds gave Mr L about the PPI wasn’t as clear as it should’ve been. But for the reasons given above I think the policy was suitable and I can’t see that better information would’ve changed his decision to buy the policy.

I’m sorry to disappoint Mr L but I don’t think this PPI policy was mis-sold.

my final decision

For the reasons set out above, I don't uphold Mr L's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr L to accept or reject my decision before 6 July 2017.

Kim Parsons
ombudsman