

complaint

Mr and Mrs S have complained about the payment protection insurance (“PPI”) policies they were sold along with their mortgage. The policies were for the benefit of Mr S only and would cover him if he was unwell or had an accident and couldn’t work. Mr and Mrs S say the policies weren’t explained to them, and if they had been, they wouldn’t have taken them.

background

I issued my provisional decision on 10 August 2018. A copy of my provisional decision is attached and forms part of my financial decision.

My provisional decision sets out the background to this complaint. It explains why I think I can’t uphold the complaint.

I note that there was a typographical error under the ‘background’ section in my provisional decision. It said “In 2005 a further policy was taken out which would pay out an additional £100 per month if Mr S wasn’t *above* to work.” The word ‘above’ should have read as ‘able’. I am sorry for this error.

my findings

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

Mortgage Matters didn’t respond to my provisional decision. Mrs S replied to say that when she wasn’t working in 2005, because she needed an operation, she was told they wouldn’t get any help from the policy.

But as I said in my provisional decision, the policy was in the name of Mr S only. And that this seemed logical as in 2004, at the time of the sale of the first policy, Mrs S had only been in her current role for two weeks and would have been excluded from the policy. So it’s understandable that she wouldn’t have been able to make a claim in 2005, as she wasn’t a beneficiary of the policy.

As neither party has given me anything further to consider, I confirm the findings in my provisional decision.

my final decision

For the reasons I’ve given, my final decision is that I do not uphold Mr and Mrs S’s complaint about The Mortgage Matters Partnership.

Under the rules of the Financial Ombudsman Service, I’m required to ask Mr and Mrs S to accept or reject my decision before 14 October 2018.

Catherine Langley
ombudsman