

complaint

Miss T complains that she was pressurised into buying a Repayment Option Plan (ROP) by Vanquis Bank Limited. She says she was not informed about the product, nor that it could be cancelled. She wants all the payments and associated interest refunded.

Miss T is represented by a third party.

our initial conclusions

The adjudicator did not recommend this complaint should be upheld. She was satisfied, having listened to the call recording of the sale, that Vanquis had provided sufficient information about ROP including the cost, benefit and cancellation policy.

Miss T's representative disagrees with the adjudicator's opinion and says that ROP is a form of insurance.

my final decision

To decide what is fair and reasonable in this complaint, I have considered everything that Miss T and Vanquis have provided.

ROP is not an insurance product and there is no requirement on Vanquis to ensure the product was suitable for Miss T. I have listened to the call recording and I do not find that Vanquis pressurised Miss T to purchase the ROP. In addition it informed Miss T that she should read the terms and conditions to ensure the product was suitable for her. I agree with the adjudicator that Vanquis fully explained the ROP and that it could be cancelled at anytime by calling customer services.

I conclude that Vanquis has done nothing wrong and it would not be fair or reasonable to require it to refund the ROP charges.

My decision is that I do not uphold this complaint.

Under the rules of the Financial Ombudsman Service, I am required to ask Miss T either to accept or reject my decision before 15 November 2013.

Geraldine O'Donnell

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.