

complaint

Mrs K says Bank of Scotland Plc (BOS) mis-sold her a payment protection insurance (PPI) policy.

background

Mrs K bought the policy in 1996 at the same time as taking out a loan. The loan included an amount to pay for the policy. The loan finished in 1999.

Our adjudicator didn't uphold the complaint. Mrs K 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 Mrs K's case.

I've decided not to uphold Mrs K's complaint because:

- Mrs K says that "*she was told she had to take it*" (the PPI). Mrs K gives very little description of the sale and what happened almost twenty years ago. It is so long ago it's fully understandable that she probably doesn't remember anything that happened that day. So considering how lacking in detail what she says is I don't think I can give what Mrs K says much weight in my decision making. From what this service knows of the sales process of BOS at the time I think, on balance, that it's more likely that she knew she had a choice in taking the PPI and chose to take it.
- BOS recommended the PPI to Mrs K, but it doesn't look as if it was unsuitable for her based on what I've seen of her circumstances at the time.
- It's not clear whether Mrs K had the cost of the PPI properly told to her when she chose to take the PPI. But taking into account all the circumstances I'm not persuaded Mrs K wouldn't have taken the PPI if the costs had been better explained.
- Mrs K would not have received a limited refund of the PPI premium if she cancelled the policy early. I don't know if BOS thought about this when it recommended the policy or explained the situation clearly to Mrs K. But I've seen nothing from the time to suggest Mrs K thought she would repay the loan early at the time. It is also quite a short loan period. So I don't think this made the policy unsuitable or better information about this would've stopped her buying it.
- Its possible BOS didn't point out the main things the policy didn't cover. But its unlikely Mrs K would've been affected by any of these.

Mrs K has argued she had good benefits and other means. But these wouldn't have given her as much cover as the PPI could have-so I think she'd still think it useful to her.

Considering this and the cost of the PPI along with its benefits, I still think she'd have taken the PPI if properly informed and I'm not persuaded it was unsuitable for her considering her circumstances.

my final decision

For the reasons set out above, I don't uphold Mrs K's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs K to accept or reject my decision before 11 April 2016.

Rod Glyn-Thomas
ombudsman