

## **complaint**

Miss K and Mr L complain that London and Country Mortgages Ltd did not provide clear advice as to the dates on which their 2 year fixed term mortgage would run.

## **background**

In February 2014 London and Country recommended to Miss K and Mr L a 2 year fixed rate mortgage. Their previous fixed rate would end on 31 March 2014. Their new mortgage completed on 23 May 2014. However, the fixed rate ran for 2 years from 31 March 2016 and not 2 years from date of completion. Our adjudicator believed that Miss K and Mr L should have been aware of the correct period. However, he recommended that the complaint should be upheld as London and Country did not respond to Miss K and Mr L's queries in a timely manner. Our adjudicator suggested that £100 would be appropriate compensation.

London and Country disagreed saying in summary that Miss K and Mr L had all the information about the mortgage period clearly set out and that it responded to their queries.

## **my findings**

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint. Miss K and Mr L were clearly anxious to reduce their monthly mortgage payments by taking advantage of London and Country's recommendation of a 2 year fixed rate period. The offer, when it came in April, referred to what was now something less than a 2 year period and which would be further reduced when completion took place the end of May. It is unfortunate that completion was delayed but I cannot fairly find fault with London and Country for that. I also cannot fairly say that Miss K and Mr L were misled as to the date when the 2 year period would commence as the mortgage offer gave the correct date.

However, I do consider that it was reasonable for Miss K and Mr L to query the start date of the 2 year period. Miss K and Mr L raised this in an email with London Country on 21 April 2014 shortly after receiving the mortgage offer and after they visited their solicitor. London and Country did not respond to that email until 27 May 2014 but then did not respond to that question. London and Country say that the answer lay in the documentation Miss K and Mr L already had but I consider that Miss K and Mr L's query deserved a more timely response from the broker who had recommended the mortgage. As a result I intend to uphold this complaint and award Miss K and Mr L £100 for the trouble and upset caused.

## **my final decision**

My decision is that I uphold this complaint and order London and Country Mortgages Ltd to pay Miss K and Mr L £100. Under the rules of the Financial Ombudsman Service, I am required to ask Miss K and Mr L to accept or reject my decision before 4 March 2015.

Gerard McManus  
**ombudsman**