



Financial  
**Ombudsman  
Service**

## **Driven to distraction**

**F**igures released by the Financial Ombudsman Service – set up by law to resolve disputes between consumers and financial businesses – have shown that over the course of last year, around 6000 people turned to the service for help with problems related to motor insurance. The most common causes of complaint involved vehicle modifications, valuations and disputes over the quality of repairs.

The Ombudsman upheld approximately half of these cases, resulting in around 3000 individuals receiving some form of compensation.



“Cars and motorised vehicles can provide a lifeline for many people” notes Chief Ombudsman, Natalie Ceeney, pictured above. “If you have a problem and your insurance company isn’t able to sort things out, you can turn to the Ombudsman Service.” The service’s consumer helpline can be reached on 0800 023 4567 from a landline or 0300 123 9 123 from a mobile. For further information, visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)