

The complaint

Mr and Mrs G complaint that there had been further delays by Euroins AD in settling a claim they made on their travel insurance policy.

What happened

Mr G became unwell whilst on holiday abroad in June 2022. They complained about the assistance they received and Euroins offered Mr and Mrs G £150 compensation for the lack of assistance given. The final response in relation to this complaint was issued in September 2022. The Financial Ombudsman Service considered a complaint about what had happened up until that date and agreed that was fair compensation. This complaint was resolved in February 2023.

In February 2023, at around same time, Mr and Mrs G raised a new complaint about delays in settling their claim for expenses incurred and the settlement figure. They also received a settlement of £200 for hospital benefit. They didn't think this was fair as it didn't cover their accommodation, flights and taxi costs. In July 2023 the claim was settled which included the cost of accommodation and flights. As these matters had arisen since the first final response letter was issued, they couldn't be considered as part of the first complaint.

Our investigator looked into what happened and upheld this complaint as well. She explained there had been delays between September 2022, when the first complaint was referred to the Financial Ombudsman Service, and July 2023 when the claim was finally settled. So, the investigator awarded a further £150 compensation for the further delays which occurred after the first complaint was referred to the Financial Ombudsman Service. However, she explained that the policy didn't cover the cost of taxis.

Mr and Mrs G accepted the investigator's findings. Euroins didn't agree as they said the claim was paid following confirmation of cover and processed within normal handling times. Our investigator provided a more detailed overview of the history of the claim and why she thought and also explained that she'd not seen evidence to confirm there were no avoidable delays.

What I've decided – and why

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

The relevant rules and industry guidelines say that Euroins has a responsibility to handle claims promptly and fairly. And, they shouldn't reject a claim unreasonably.

I think Euroins does need to pay Mr and Mrs G a further £150 compensation for delays because:

- Euroins says that the claim was paid following confirmation of cover and processed within normal handling times. But they've provided very little evidence in support of this.

- The hospital benefit was paid in February 2023, around six months after the final response letter in relation to the first complaint was issued. The settlement for flights was paid in July 2023, around nine months after the final response.
- I've seen no compelling reason why Euroins wasn't able to settle the claim despite the ongoing complaint. When the investigator considered the first complaint, she recommended Euroins pay £150 compensation because of the lack of assistance given to them. Based on the evidence that is available to me I don't think this would have prevented them from assessing or settling the claim itself.
- In any event Euroins has not provided any persuasive evidence as to what caused the delay in paying the hospital benefit, accommodation and flight benefits. For example, I've not been provided with a detailed timeline explaining what caused these delays or evidence that they were unavoidable.
- Based on the evidence provided I'm not persuaded, on balance, the claim has been handled promptly and fairly. I don't think Euroins has evidenced that the delays in settling the claim were reasonable or unavoidable. Mr and Mrs G have been inconvenienced by not having access to that money and have been worried about the length of time it's taking to resolve the claim. So, I think they need to pay Mr and Mrs G a further £150 compensation for the distress and inconvenience caused by the delayed settlement of their claim.

Putting things right

Euroins needs to put things right by paying Mr and Mrs G £150 compensation.

My final decision

I'm upholding Mr and Mrs G's complaint and direct Euroins AD to put things right in the way I've outlined above.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr and Mrs G to accept or reject my decision before 26 February 2024.

Anna Wilshaw
Ombudsman