

## **The complaint**

Mr H complains esure Insurance Limited (esure) made it difficult for him to cancel his motor insurance policy prior to its renewal date and it attempted to take a payment after the policy had been cancelled.

## **What happened**

Mr H held a motor insurance policy with esure. It was registered as an automatic renewal.

After Mr H received his renewal invitation from esure he obtained a more competitive quote elsewhere, so decided to cancel his automatic renewal with esure.

Mr H said he made numerous attempts to contact esure, including webchat, phone and tried to email, before it was confirmed via webchat that it was cancelled. Despite being told it was cancelled esure attempted to take payment for the policy renewal from Mr H's bank.

Mr H complained to esure, but because it did not make a response he brought the complaint to our service. esure then looked into his complaint and paid him £150 compensation for the inconvenience caused.

Our investigator upheld the complaint. They looked into the case and said although esure had acknowledged the service given to Mr H fell far below what he should have expected, they didn't think the offer of £150 adequately acknowledged the amount of worry, concern, and effort he had made to ensure his cancellation request was actioned. They said it should increase its offer by a further £100.

As Mr H is unhappy with the amount of compensation offered in our investigator's view the complaint has been brought to me for a final decision to be made.

## **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.

Mr H initially tried to contact esure to cancel his policy renewal by webchat, but no one was available at the time. He then made contact by phone but was told it was not possible to cancel the policy on the phone. Next he tried to obtain an email address to submit his cancellation request but was unsuccessful. He tried the online webchat again and on this attempt on 9th December 2023 he was connected to an esure agent, and I saw evidence it was confirmed in the webchat that the policy would be cancelled at the end of the term of cover.

Mr H continued to get emails about his renewal despite being told it was cancelled during the webchat. As he had paid for an alternative motor insurance policy he was worried that the policy due to renew with esure wasn't cancelled, so he asked it a number of times for confirmation that the policy with itself was definitely cancelled. He did not get a response to any of his requests.

In addition to being frustrated due to the lack of a response from esure Mr H said he was concerned esure would try to take a payment from his bank account. I understand being uncertain if the policy had been cancelled would be concerning to Mr H.

I saw in January 2024 esure did try to take a payment from Mr H's bank. It was declined. Mr H is worried this may have affected his credit record.

esure accept that Mr H should have been able to cancel his policy when he first requested it on the phone in early December 2023. It said he was given incorrect information that this was not possible by its agent.

esure said it reviewed the webchat from 9 December 2023 and accept it was confirmed that Mr H's policy would lapse as of the renewal date. It said the reason the cancellation did not happen could only be agent error and his request wasn't actioned correctly. It also accepts it should not have tried to collect any payment from Mr H's bank, and that it took several months to respond to his complaint. It said this fell far below the service he should expect.

When Mr H complained to esure in early January 2025, he did not get any response until after he brought his complaint to our service. Mr H said he is particularly incensed that, when he asked via webchat on 11 January 2024 if esure was looking into the complaint he raised on 3 January 2024, that he was told it was. I accept this was incorrect information, but I am satisfied with esure's explanation this was due to a back log within the department which meant it was unable to respond to complaints as quickly as it would have liked to.

esure agreed its service fell below what it would normally hope to provide. It apologised and offered £150 for the inconvenience caused to Mr H.

I realise the repeated errors made by esure in this matter caused Mr H frustration, and some worry and uncertainty, and it took reasonable effort to sort out. Although I have not seen any evidence that shows the errors made by esure were deliberate, they did cause Mr H concern and inconvenience and I don't think £150 adequately acknowledges all the issues caused.

Therefore, I uphold Mr H's complaint and require esure to pay a total of £250 compensation. And because esure shouldn't have requested payment from Mr H's bank I require it to confirm to him that no cancellation markers have been recorded by it against his name and no negative information has been shared to credit referencing agencies.

### **My final decision**

For the reasons I have given I uphold this complaint.

I require esure Insurance Limited to

- Pay Mr H a total of £250 compensation.
- Provide Mr H with confirmation that no cancellation markers have been recorded by it against his name and no negative information has been shared to credit referencing agencies.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr H to accept or reject my decision before 24 October 2024.

Sally-Ann Harding  
**Ombudsman**