

## **The complaint**

Miss G complains that Admiral Insurance (Gibraltar) Limited wouldn't honour a renewal price it had provided and she was also unhappy with its service after she complained.

## **What happened**

Miss G called Admiral to make a change of car on her policy. She also asked for the renewal price. This was about three months before the end of her policy year, and so Admiral said it couldn't provide a quote. Miss G asked for a rough estimate and Admiral provided one, but it also said this could go up or down closer to the renewal date.

The actual renewal quote provided by Admiral was significantly higher than the estimate. Miss G was unhappy with this and with the service she received when she complained. Admiral agreed its level of service could have been better and it paid Miss G £100 compensation for this. But Miss G wanted it to honour the estimate it had provided.

Our Investigator didn't recommend that the complaint should be upheld. She thought Admiral had made it clear to Miss G that the estimate wasn't fixed, and she thought Miss G had understood this. So she didn't think Admiral should honour this estimate and she thought it had correctly calculated the renewal premium. She also thought Admiral's payment of £100 compensation was fair and reasonable to recognise Miss G's frustration about how it responded to her complaint.

Miss G replied that £100 compensation wasn't sufficient for the stress this matter had caused her. She said the increase in premium had caused her financial difficulties.

## **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.

I can understand that Miss G felt frustrated and shocked when the actual renewal quote she received was much higher than she expected and higher than the previous year's premium. I was sorry to hear that paying this premium has caused her financial difficulties.

Like our Investigator, I've listened to the calls Miss G made to Admiral to obtain a renewal quote. I think the call handlers made it clear that this could only be provided 23 days before the renewal date. When Miss G pressed them, she was provided with rough estimates. But I'm satisfied that the call handlers also made it clear that these could go up or down closer to the renewal date.

It's not our role to tell an insurer how to price its policies or what factors it should consider when calculating a risk. However we need to make sure the insurer is applying a fair and consistent approach to all consumers.

Insurers regularly update how they rate the risk of consumers. And their rates continually change. Admiral has provided us with confidential business sensitive information to explain how Miss G's premiums were calculated. As our Investigator has explained, I can't share this with her, but I can assure her that we've checked it carefully.

I'm satisfied the renewal price Miss G was quoted with the change of her car has been calculated correctly and all of Admiral's customers in her position will have been charged a similar premium.

So I can't see that Admiral has treated Miss G differently to any of its other customers. And how it rates risks isn't something that I would normally interfere with as it is a legitimate exercise of its commercial judgement. So I don't require Admiral to change the renewal premium it offered Miss G.

Admiral accepts that it provided a poor level of service when Miss G complained about the renewal price. It didn't tell her how her complaint would be dealt with. It didn't identify the relevant calls. It didn't make a promised call back. And it didn't pass her concern on to a manager as it said it would.

Admiral paid Miss G £100 compensation for the frustration this caused. I'm satisfied that this was fair and reasonable as it's in keeping with our published guidance for such errors. I don't require Admiral to increase this.

### **My final decision**

For the reasons given above, my final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Miss G to accept or reject my decision before 2 October 2024.

Phillip Berechree  
**Ombudsman**