

complaint

Mr W says The Royal Bank of Scotland Plc (RBS) mis-sold him a mortgage payment protection insurance (MPPI) policy.

background

This complaint is about a monthly premium MPPI policy taken out with a mortgage in 1999.

Our adjudicator didn't uphold the complaint. Mr W disagreed with the adjudicator's opinion so the complaint has been passed to me.

my findings

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

We've set out our general approach to complaints about the sale of PPI on our website and I've taken this into account in deciding Mr W's case.

I've decided not to uphold Mr W's complaint because:

- I think RBS made Mr W aware that the MPPI was optional and that he chose to take it out. Mr W's mortgage application form asked him whether he wanted to take out MPPI. This is answered 'yes' and Mr W signed the form. He also completed a separate direct debit mandate for the MPPI. I've taken into account Mr W's comments that RBS led him to believe that MPPI was a necessity. But looking at everything, I think it's most likely Mr W was given a choice about the MPPI and that it was added at his request.
- RBS didn't recommend the MPPI to Mr W, so it didn't have to check if it was suitable for him. This means it didn't have to consider Mr W's circumstances or whether he already had any other way of making his mortgage payments if he was off work sick or lost his job. It was up to Mr W to decide whether he needed (or wanted) the policy.
- I think RBS could've explained the cost of the policy better than it did. But even if it had, I think Mr W would still have bought it.
- It's possible RBS didn't point out the main things the policy didn't cover. But it's unlikely Mr W would've been affected by any of these.

I've taken into account Mr W's comments, including what he's said about the number of PPI policies that have been said to have been mis-sold. But that doesn't mean that *all* PPI policies were mis-sold – and for the reasons I've explained, I don't think that Mr W's policy was mis-sold to him. So these points don't change my conclusion.

my final decision

For the reasons set out above, I don't uphold Mr W's complaint.

Under the rules of the Financial Ombudsman Service, I am required to ask Mr W to accept or reject my decision before 10 July 2015.

Ben Jennings
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