

complaint

Mr F complains that MCE Insurance Limited didn't make it clear to him when he made a mid-term change to his motorcycle insurance policy that the excess payable on it would rise.

background

When Mr F informed MCE of a change of address, he was told the policy premium would rise by around £53. He says it wasn't made clear that the policy excess – which had been £350 – would also rise, to £750. Mr F says he wouldn't have agreed to that, as the bike was only worth around £1,000. MCE said the increase was made clear in the call between Mr F and MCE and was also set out in the policy documents.

Our investigator thought MCE gave Mr F clear information about the policy excess during the relevant call with him. She thought he should have queried the amount if he thought it wasn't correct. As there was no agreement, the complaint was passed to me for review.

my findings

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint. I agree with the investigator that MCE's advisor made it clear the change of address meant the policy excess would rise to £750. Mr F didn't comment. The advisor mentioned it again later in the call. And he also asked whether Mr F had any questions about anything.

The advisor commented that the price of the policy had risen partly because Mr F's motorcycle was no longer kept in a garage. He said that put it at higher risk. Mr F thinks the rise in the policy excess was out of kilter, given the value of the bike. But should Mr M be involved in an accident, it may not only be the cost of the bike that MCE has to cover. Covering any third party costs is likely to be much higher than the policy excess.

As I don't think MCE acted unreasonably, I can't uphold Mr F's complaint.

my final decision

My final decision is that I don't uphold this complaint. Under the Financial Ombudsman Service's rules, I must ask Mr F to accept or reject my decision before 17 November 2017.

Susan Ewins
ombudsman