

complaint

Mr and Mrs C say The Royal Bank of Scotland Plc (RBS) mis-sold them a mortgage payment protection insurance (MPPI) policy.

background

This complaint is about a monthly premium MPPI policy sold with a mortgage in 2009.

Our adjudicator didn't uphold the complaint. Mr and Mrs C 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 is fair and reasonable in the circumstances of this complaint.

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

I've decided not to uphold Mr and Mrs C's complaint because:

- Mr and Mrs C signed a form confirming that they had agreed to take out MPPI. Mr and Mrs C say that they were pressured into taking out MPPI. I don't know for certain what RBS said to Mr and Mrs C when they took out the mortgage and MPPI. But the wording on the paperwork that they signed suggests that MPPI was optional. And they had the option to reject it. So, while I've taken into account Mr and Mrs C's comments, on balance, I think RBS made them aware that the MPPI was optional and they chose to take it.
- RBS didn't recommend the MPPI to Mr and Mrs C so it didn't have to check if it was suitable for them. So it was for Mr and Mrs C to decide whether they wanted the policy, given what they have told us about their sick pay.
- It's possible that RBS could've explained the cost of the policy better than it did. But even if it had, I think Mr and Mrs C would've still bought it.
- It's possible RBS didn't point out the main things the policy didn't cover. But it's unlikely Mr and Mrs C would've been affected by any of these.

I've taken into account Mr and Mrs C's comments, but these points don't change my conclusion.

my final decision

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

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

Guy Mitchell
ombudsman