

complaint

Mr T says National Westminster Bank Plc (NatWest) mis-sold him a mortgage payment protection insurance (MPPI) policy.

background

This complaint is about a monthly premium MPPI policy taken out in 2002.

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

my findings

I have 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 T's case.

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

- I think NatWest made Mr T aware that the MPPI was optional and that he chose to take it. Mr T originally chose not to take out MPPI when he took out extra borrowing to his mortgage in 2001. The section of the mortgage offer that referred to MPPI was completed and signed by Mr T a few months after he took out the borrowing. So it looks like Mr T decided he wanted MPPI cover and made that choice himself. And Mr T ticked the box on the MPPI application form which asked whether protection was required.
- NatWest didn't recommend the MPPI to Mr T so it didn't have to check if it was suitable for him. So although Mr T says he was entitled to 12 months sick pay and had savings worth 12 months of his pay, it was up to him to decide if this meant he didn't need MPPI.
- I think NatWest could've explained the cost of the policy better than it did. But even if it had, I think Mr T would've still bought it. In other words, I don't think the cost alone would've been enough to put Mr T off buying it. And I haven't seen anything to suggest the policy would've been unaffordable for Mr T.
- It's possible NatWest didn't point out the main things the policy didn't cover. But it's unlikely Mr T would've been affected by any of these.

I've taken into account Mr T's comments. But these points don't change my conclusion.

my final decision

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

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr T to accept or reject my decision before 16 June 2016.

Dan Picken
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