

The complaint

Ms Y complains about Pinnacle Insurance Plc.

Ms Y is unhappy about Pinnacle's decision to withdraw its offering of payment protection insurance (PPI) to its customers.

Ms Y does not want her policy cancelled and is concerned about the cost of obtaining a replacement policy from a different provider due to her age and thinks that Pinnacle should be providing alternative cover.

What happened

In February 2020³, Pinnacle wrote to Ms Y explaining that after June 2023, her policy would not be renewed as it had made a commercial decision not to provide this cover anymore.

Ms Y was unhappy, so she made a complaint to Pinnacle. Her complaint wasn't upheld, so she brought her complaint to this Service.

Our Adjudicator looked into things but didn't think that the complaint should be upheld.

Ms Y remained unhappy, so the complaint has been passed to me to make a final decision.

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.

Having done so, I've decided not to uphold Ms Y's complaint. I know this will be disappointing for her, so I'll explain why.

Pinnacle has made the commercial decision to cancel its mortgage payment protection insurance policy for all of its customers – not just Ms Y. It also provided Ms Y with the notice period required as set out in the policies terms and conditions which was 90 days.

I understand that Ms Y is concerned that she no longer has cover, and that the financial landscape at the present time is a worry for her as the mortgage is only in her name. She would like Pinnacle to either re-instate the policy, or provide alternative cover, as her age will make finding an alternative policy from another provider financially prohibitive for her.

While I do understand Ms Y's concerns, it is not the place of this Service to become involved in a commercial decision made by a business – Pinnacle is able to make its own decisions about the policies it chooses to offer or withdraw. It is also not obliged to provide alternative cover if it does not wish to continue providing this kind of insurance.

I do understand that Ms Y may struggle to find alternative cover at the same price as her previous policy, but this doesn't change the fact that Pinnacle hasn't done anything wrong here.

It follows that I don't uphold this complaint.

My final decision

I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Ms Y to accept or reject my decision before 11 August 2023.

Claire Pugh
Ombudsman