

## **The complaint**

Mr C complains that BISL Limited ("BISL") gave him an incorrect price when renewing his motor insurance policy and didn't provide any detail about what caused the error.

## **What happened**

Mr C received a renewal invite from his broker, BISL, quoting a price of £140.89. Mr C accepted this quote and renewed his policy. BISL then contacted Mr C a couple of months later and explained there had been an error in the price he'd been quoted and refunded him £20.41 – this was made up of a refund of £20.18 and 23p as 8% interest. Mr C complained and said BISL hadn't provided any reason for their error. BISL responded and explained a technical issue had occurred when BISL provided the renewal price and they'd issued a refund of £20.41 for the overpayment. BISL apologised for any inconvenience caused and sent Mr C compensation of £20.

Our investigator looked into things for Mr C. She agreed BISL had made an error and thought the steps they'd taken to put things right was reasonable. Mr C disagreed so the matter has come to me for a 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 the complaint. I understand Mr C will be disappointed by this but I'll explain why I have made this decision.

Firstly, I've looked at the service given to Mr C. My role requires me to say how a complaint should be settled quickly and with minimal formality and so I'll focus on what I consider to be the crux of the complaint and the main areas of dispute. The key facts about the complaint aren't in dispute. BISL accept an error was made in the quote provided to Mr C and, to correct this, they've refunded Mr C the overpayment and added 8% simple interest to this amount. I think this is fair in the circumstances and puts Mr C back in the position he would've been in had there not been an issue in the price quoted. The only issue I have to decide is whether their offer of compensation is fair and reasonable in the circumstances.

I think it's right that BISL should compensate Mr C for the frustration caused. To help decide what a fair and reasonable level of compensation should be, I've looked at the error by BISL and the impact it has had.

I can't say there was any impact on Mr C prior to BISL notifying him of their error – as Mr C wasn't aware of any issue at that point. Mr C says he was initially informed there had been an error and a refund was credited to his account but no further detail about the error and the reason. I can see BISL did then explain the error was down to a technical issue. I acknowledge why a customer would want to know more information about an error, particularly if that error led to them making an overpayment. So, I think Mr C was caused

frustration in not initially being given more detail about the error. I think this did though have a limited impact as BISL then provided Mr C with the reason behind the error.

I note Mr C says, had he not complained, then the only steps BISL would've taken to put things right would've been to refund the overpayment. I agree it did take Mr C's complaint for BISL to offer compensation, but I think they took reasonable steps in then acknowledging the impact on Mr C and compensating him for this. Given that BISL have refunded Mr C the overpayment amount together with interest, and they've also paid fair and reasonable compensation, I think they've taken reasonable steps to put things right. So, I won't be asking them to take any further steps.

I understand Mr C will be disappointed, and I do acknowledge why he was left frustrated at not being given a reason for the error initially. But I think the steps BISL have taken to put things right is fair and reasonable in the circumstances. I wish to reassure Mr C I've read and considered everything he has sent in, but if I haven't mentioned a particular point or piece of evidence, it isn't because I haven't seen it or thought about it. It's just that I don't feel I need to reference it to explain my decision. This isn't intended as a discourtesy and is a reflection of the informal nature of our service.

### **My final decision**

For the reasons I have given, it is my final decision that the complaint is not upheld.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 8 November 2023.

Paviter Dhaddy  
**Ombudsman**