

## The complaint

Mrs M has complained about the approach taken by AIG Life Limited when her policy was cancelled.

## What happened

The background to this matter is well known to the parties. In summary Mrs M took out a term assurance policy through a broker in 2018. The policy was written in trust with two trustees – Miss M, Mrs M's daughter and Mr M. In 2020 the policy was cancelled – Mrs M complains that AIG should have informed Miss M at this time and reported a fraud to the police.

The investigator didn't recommend that the complaint was upheld. Mrs M appealed.

## 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.

I'm aware I've summarised the background to this complaint - no discourtesy is intended by this. Instead, I've focused on what I find are the key issues here. Our rules allow me to take this approach. It simply reflects the informal nature of our service as a free alternative to the courts. If there's something I haven't mentioned, it isn't because I've ignored it. I'm satisfied I don't need to comment on every individual argument to be able to reach what I think is the right outcome. Although I recognise that Mrs M will be disappointed by my decision, for the following reasons I agree with the conclusion reached by our investigator:

- The policy was cancelled in 2020 by Mrs M's broker through AIG's online portal. AIG was entitled to take the instruction from the broker – of course it was for the broker to ensure it had consent. But in this decision, I'm considering only the actions of AIG.
- Mrs M said that AIG should have notified her of the cancellation – but I'm satisfied that AIG *did* email Mrs M at the address it had on file with the cancellation notification. So I don't find there was any failing here on AIG's part. There was no obligation on AIG also to notify Miss M.
- AIG didn't find that there had been a fraud committed when a second policy was taken out. It follows no report was made to the police. For completeness I would say that it is anyway not for this service to tell a business how to operate or what its process in relation to fraud should be.
- In all the circumstances I don't find that AIG Life Limited did anything wrong here, so there is no basis for me to require it to take any action.

## My final decision

For the reasons given above I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs M to accept or reject my decision before 5 December 2023.

Lindsey Woloski  
**Ombudsman**