

The complaint

Mr T has complained about First Central Insurance Management Limited trading as 1st Central. He isn't happy about the way it recorded details of a motoring incident under his motor insurance policy.

What happened

Mr T was involved in a very minor motoring incident in a car park and he called First Central to tell them about it for information only purposes. But when he went on to get insurance with another provider at a later stage he was disappointed to find out that it had recorded the incident which had impacted his new premium. As he wasn't happy about this he complained to First Central about it.

First Central explained to Mr T that it was duty bound to record the incident as information only on the insurance Claims Underwriting Exchange (CUE) database, so it didn't think it had done anything wrong. But Mr T still wasn't happy that the incident was recorded and had affected his premium, so he brought his complaint to this Service.

Our investigator looked into things for him but didn't uphold Mr T's complaint. He didn't think First Central had done anything wrong as it had to record the details of the incident on CUE for information only purposes.

As Mr T didn't agree the matter has been passed to me for review.

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 understand why Mr T isn't happy as this incident has had a small impact on his premium. But under his policy he was obliged to tell First Central about the incident and it had to record the incident, for information only purposes, on CUE.

I know Mr T questions why this happened. But this is common practice across the industry and each insurer uses the database and the information on it to assess risk amongst other things. Indeed, Mr T should've told his new insurer about the incident when he took his insurance out as any insurer would want to know about any such incident even though there wasn't a claim. And so, he should've told them, even though it wasn't a 'fault' or 'non-fault' accident about the incident when he took out his new policy.

So although I can understand why Mr T wasn't happy I don't think First Central did anything wrong here in recording the incident on CUE for information only purposes.

Finally, I understand that there has been some mixed messaging around how many years no claims discount Mr T has from his insurers. Some insurers do record the level of NCD differently, but I'm satisfied that First Central recorded Mr T's NCD correctly. And it has

provided a letter for Mr T clearly showing '*Number of Years No Claim: 21*' so I think it has acted reasonably here.

My final decision

It follows, for the reasons given above, that I'm not upholding this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr T to accept or reject my decision before 22 September 2023.

Colin Keegan
Ombudsman