

The complaint

Mr W has complained that Liverpool Victoria Insurance Company Limited trading as LV=(LV) incorrectly told him he wouldn't need to pay an excess to claim for a replacement car key under his car insurance policy. He's also complained about the delays LV caused when dealing with his claim.

What happened

In March 2023 Mr W called to make a claim for a lost car key. Mr W told us he has been using a second key during this time.

When Mr W called LV, it told him he wouldn't need to pay an excess. But this was incorrect and so in April 2023 Mr W complained when he was given the correct information. He was also unhappy with the length of time it took for LV to deal with his claim.

LV upheld Mr W's complaint and apologised for its error. To put things right, LV said it would reduce the excess fee by half, from £400 to £200.

Mr W remained unhappy and asked us to look at his complaint. Our Investigator thought LV had done enough to put things right. Mr W didn't agree and wants an ombudsman to decide. He wants LV to replace the car key without having to pay an excess.

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.

There's no dispute that Mr W was given incorrect information by LV. When things go wrong, we look at what the impact was and what a business did to put things right.

In this case, LV has offered to reduce the excess fee by half in recognition of its poor handling of the claim. I think this is fair and in line with similar awards which we give, taking into consideration the impact of the loss of expectation. While I understand Mr W is unhappy with the delay, I think part of this is down to the fact Mr W didn't agree that LV's offer was reasonable, which I think it was. And I can only consider issues Mr W complained about in April 2023, which LV responded to in July 2023. As LV has confirmed, Mr W can continue with his claim if he wishes by paying the reduced excess due under the terms of the policy.

My final decision

My final decision is that I don't uphold this complaint. I think Liverpool Victoria Insurance Company Limited trading as LV has done enough to resolve Mr W's complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr W to accept or reject my decision before 6 February 2024.

Geraldine Newbold
Ombudsman