



# Financial Ombudsman Service

For consumers

## Coronavirus update ×

Find out how our service is being impacted by Covid-19 (coronavirus), and what this means for your complaint.

[Find out more](#)

## PPI

We've helped millions of people with concerns about Payment Protection Insurance (PPI).

If you've complained to a financial business and aren't happy with their final response, it's free and easy to complain to us. You don't need to use a claims management company.

## Information

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### **PPI – deadline has now passed**

The deadline for complaining to a business about mis-sold PPI was 29 August 2019. In summary, this means:

- It is now too late to make a new complaint to a business about PPI, unless you can clearly show exceptional circumstances meant you missed the deadline. Read more about this **lower down the page**.
- If you complained to the business by the deadline, they should respond within 8 weeks. However, in some cases it might take longer, find out more in the **information below**.
- If you don't agree with the business's answer, you'll have 6 months from the date of the final response to make a complaint to us.

- If you don't need to read more information, and just want to submit your complaint you can use our [online form](#) to do so.

## After the PPI deadline – what you need to know

This section gives the latest information and answers frequently asked questions now that the deadline for making a complaint has passed.

### Can I still make a complaint about PPI?



As the deadline has now passed, you can no longer make a complaint to the financial business, unless your PPI policy was sold after 29 August 2017 or your complaint is about a claim being turned down by an insurer. Or if you can clearly show that there were exceptional circumstances that meant you missed the deadline.

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### What about in exceptional circumstances?



The industry regulator, the Financial Conduct Authority (FCA) has already given guidance to businesses that a consumer not knowing about the deadline will not count as an exceptional circumstance. And you won't be able to use this as a reason on its own to explain why you missed the deadline to complain. But if you can clearly show that there were exceptional circumstances for missing the deadline, you may still be able to have your complaint looked into.

Examples of why you didn't complain in time that might be considered exceptional are a period of serious ill health, or a bereavement at the relevant time in question.

But remember, you may also be able to still submit a complaint to the business if you were sold the PPI policy after 29 August 2017 or if your complaint is about a claim being turned down by an insurer.


You can read more detailed information about exceptional circumstances on our ['Time limits'](#) page.

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### I complained before the deadline but haven't heard back – how long will it take?



From the date you make your complaint, the financial business has up to eight weeks to give you their final decision. However, the volume of PPI related enquiries and complaints sent to firms increased significantly in August 2019 in the run-up to the deadline. As a result, many financial businesses will not be able to meet their normal complaint handling times.

The FCA has explained that consumers might not receive a final response to their complaint, or any redress, until well into 2020. And so you may be waiting some time before the business gets back to you. You can [read the full details of what the FCA has said](#)  about this on their website.

A business should tell you when it expects to be able to give you an answer to your complaint. And that if you disagree with their response you will still be able to refer your complaint to us. If you think you might need help with your complaint sooner, for example if you have particularly pressing financial difficulties, explain that to the financial business, and they will assess whether it would be appropriate for them to deal with your complaint sooner.

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### I've had a response and I'm not happy, what should I do?

If you don't agree with the business' answer, you'll have six months from the date of the final response to make a complaint to us.

When you receive the final response, it should explain:

- If your complaint has been upheld or not upheld, and why
- If the financial business is going to be offering you any money, and how much
- If they need more time to make a decision, and why
- What options you have if you're unhappy about the decision, including bringing your complaint to us

Find out more about [how to complain](#). Or use our [online form](#)  to make your complaint to us.

The rest of this page gives general information about PPI and how we can help with complaints.

## What is PPI?

PPI is a type of insurance that was sold with loans, credit cards, mortgages and other types of credit, like car finance or catalogue accounts. It was designed to make credit repayments that someone might not be able to make if they were unable to work. For example, if you had PPI and then couldn't work because you were ill or made redundant, you could have made a claim. Depending on what your policy covered, it would pay some or all of your credit repayments for a certain amount of time.

If you had PPI, there are different ways you might have paid for it, depending on what it was sold with. On some loans, the whole cost of the PPI premium was added upfront to the amount borrowed. The borrower would then pay it off over the term of the loan, including interest added to the premium. This type of "single premium" PPI policy was banned in 2009, and shouldn't have been sold after that.

On other loans, including mortgages, borrowers mostly paid for PPI by a "monthly premium". This is where the PPI was paid for in monthly instalments separate from the credit it was bought with and interest wasn't charged on it. PPI policies sold with credit cards were normally paid for by monthly premiums, which were added to the monthly card balance. The cost of the premium was a percentage of the total balance owed for that month, and if the balance wasn't repaid, then interest would be added. If a claim was paid out, the monthly benefit was a percentage of what was owed.

## How do I know if I've had PPI?

If you've ever had any of these products in the past, it's possible you were sold PPI with them:

- credit cards
- store cards
- mortgages
- personal and secured loans
- flexible loans
- business loans
- overdrafts

- hire-purchase agreements (for example, on a car)
- catalogue shopping accounts
- point-of-sale loans (for example, for furniture or appliances)

If you've still got your credit agreements or statements, you can check if PPI is mentioned on them. Some businesses used different names for PPI, which may include:

- credit card repayments cover
- credit repayment protector
- mortgage repayments protector
- mortgage care
- creditcare
- loanguard
- payment protection cover
- creditguard

The business you're complaining to might tell you that you didn't have a PPI policy. This might happen if:

- their records don't show that a policy was sold
- the credit was taken out so long ago there are no records about it
- they don't have enough information to track down the details of a PPI policy

But, as the deadline has passed, businesses are unlikely to check for PPI if you contact them now.

If a business has already told you that you didn't have PPI – but you're not sure they're right, **contact us**.

## Types of complaint we see

Some of the most common complaints about mis-sold PPI are from customers who:

- weren't aware they had the policy
- didn't want the policy
- felt pressured into taking out the policy – for example, they were told that if they didn't take out PPI, they wouldn't get a credit card
- were advised to take out a policy that was unsuitable – for example, they were self-employed, but they were advised to take out a policy that was difficult for self-employed people to claim on
- weren't made aware of the main things the policy didn't cover – for example, if it didn't cover a medical condition they already had

## **Plevin case and commission**

A court case known as Plevin found that in some cases, if the business was paid a lot of commission and it didn't tell the consumer, it might have been unfair.

After the case, the Financial Conduct Authority (FCA) published new rules and guidance relating to the commission earned on a PPI sale. The rules say that if the commission made up over half the cost of the PPI and this wasn't made clear, the lender should give some of this money back to the consumer.

This might be relevant to your complaint if:

- you took out the credit the PPI was sold with (for example, a loan or credit card) on or after 6 April 2007
- you took out the credit the PPI was sold with before 6 April 2007, and it was still running on or after 6 April 2008

Not everyone who complained about PPI was affected. If you've already had a full refund, there's no need to complain about commission. You've already had everything back that you paid.

In any case, it's too late to make a complaint about undisclosed commission to the business as the PPI deadline has now passed.

## **What we look at**

We look at your individual circumstances and decide if the business acted unfairly when they sold you PPI based on the information we have. We'll usually look at whether:

- it was made clear to you that the policy was optional
- any important limits to what the policy covered were explained
- the costs and benefits of the policy were made clear
- any advice you were given was right for you
- you could have made a claim on the policy you had, and
- if the sales process had been done, you would not have chosen to take out the policy

The information we look at might include:

- paperwork from the time the policy was taken out
- what you and the business say about what happened
- the business's sales scripts and any relevant training material

**Read our PPI case studies** for detailed examples of how we look into and resolve complaints

## How to complain

The deadline for complaining to a business about PPI has passed. You can find out more about the PPI deadline on the **FCA's website** [↗](#). But if you can clearly prove that there were exceptional circumstances, you may still be able to make a complaint.

Once you've heard from the financial business, you'll need to contact us **within 6 months of the business's response**.

If you want to bring your complaint to us, we'll need to have as much information as possible from both sides about your complaint. It might take a bit of time to remember all the facts and find the paperwork needed. We'll investigate the case, and if we think the business has acted unfairly, we'll explain how we think they should put things right.

To make things easier, you can complete our **PPI questionnaire** [↗](#) to organise the key information about your complaint.

If you need help or have any questions, you can get in **touch with us** and we can explain anything you're unsure about.

[Find out more about how to make a complaint](#)

## How long it takes

Find out more about [when you can expect to hear from us once we've started to investigate your complaint.](#)

## Putting things right

Once we've looked at all the facts of your case, we'll decide whether or not you were mis-sold PPI.

If we decide the business treated you fairly and didn't mis-sell your PPI policy, we'll explain why. But if we decide the business did something wrong, we'll tell them to put things right.

We'd usually expect you to be put in the position you'd be in if you hadn't taken out the policy. But any compensation should take into account your individual circumstances. For example, if you made a successful claim on your PPI, any payout you received is likely to be taken off the compensation. Or if you fell behind with repayments on the credit that the PPI was added to, the compensation is likely to be used to reduce the amount you owe.

The amount of compensation you receive will depend on:

- the type of PPI you were sold
- how you paid for the policy
- how much you paid for PPI
- any interest you paid on top
- how long you had the PPI for

[Read more about how we decide and award compensation.](#)

## Detailed information for businesses

If you're a business looking for information to help you resolve complaints, [detailed information about PPI complaints can be found in the business section of our website.](#)



