

Suitability

In addition to the documentation noted above, I have looked back to consider your circumstances at the point of sale taking into account any additional information that has been supplied with your complaint. It should also be noted that I have considered all aspects of suitability and not just those raised by you in your complaint.

These can be summarised as follows:

- **Existing Protection**

You did not have any other appropriate means by which you could protect the payments of your loan;

- **Pre-existing medical conditions**

You were not suffering from any pre existing medical conditions that would affect your full use of your PPI policy;

- **Affordability**

An affordability check confirms that you could meet the expense of your PPI policy in addition to your living expenses and other financial commitments;

- **Value for Money**

We have calculated that the total cost of the policy was less than the maximum value of benefits, even when excluding life cover;

- **Change in circumstances**

We have not seen evidence of any event that would have affected the suitability of the policy in the foreseeable future;

- **Level of cover**

The information considered demonstrates the level of cover provided was appropriate when taking into account your circumstances and the policy recommended was designed specifically for the credit agreement;

- **Refinanced or Repaid Loans**

In order to assess whether a single premium policy was suitable for you we have considered all of your circumstances, including the likelihood at the time of sale that you would refinance your loan, whether you did actually refinance and the overall financial impact to you of that refinancing. We have concluded that it was not inappropriate to have recommended a single premium to you;

- **Exclusions**

Your status at point of sale confirmed in your application meant that you were not significantly affected by any of the exclusions or limitations associated with your PPI policy;

Having completed my assessment I believe that the policy was suitable for you.

Policy Features & Limitations - Relating to complaint point - 1

The documentation that you were provided with both at the point of sale and after purchasing your PPI policy, such as the summary of the policy and policy booklet, fully explained the benefits and limitations of this policy. I am also of the opinion that where it was practical the features of the policy were discussed at the point of sale.

Having considered all the available evidence, including the policy document, I have come to the conclusion that the features of the policy were adequately presented to you.