

Financial Services Consumer Panel

AN INDEPENDENT VOICE FOR CONSUMERS OF FINANCIAL SERVICES

Telephone: 020 7066 9346
Email: enquiries@fs-cp.org.uk

Alex Hughes
General Insurance Policy
Financial Conduct Authority
25 The North Colonnade
Canary Wharf
London E14 5HS

24 June 2015

Dear Alex,

CP15/13 General Insurance Add-ons Market Study – Proposed Remedies

This is the Financial Services Consumer Panel's response to the proposals to ban opt-out selling across financial services; and supporting informed decisions for add-on buyers, as set out in CP15/13.

The Panel is broadly supportive of the overall direction of the proposals; it is essential that consumers understand what products they are purchasing as well as the price they are paying for them.

However, we are extremely disappointed that the proposals to add a value for money measure were not included in this consultation. Whilst claims ratios are not necessarily a perfect indicator, they can help consumers make more informed decisions by allowing comparisons between firms and product lines. The Panel's own research, due to be published in autumn 2015, demonstrates consumers want to see claims ratios. We do not accept that it would be overly complicated or costly to provide them.

We believe the FCA should publish a consultation paper with firm proposals, not a discussion paper which will allow further 'push-back' from industry.

Yours sincerely



Sue Lewis
Chair
Financial Services Consumer Panel