

2. Following investigation of a complaint, the Financial Ombudsman Service recommended a payment by the insurer to the policyholder of £480,000. The policyholder accepted the ruling within the specified time limit. What payment amount to the policyholder, if any, is therefore binding on the insurer?
- A. None.
  - B. £300,000
  - C. £415,000
  - D. £450,000

**Key option:** C

**Learning outcome:** 1.1