



Barclays Insurance (Dublin) Limited	Barclays	53	0	0	2	51	0	0
Clydesdale Financial Services Limited	Barclays	481	470	0	2	9	0	0
Firstplus Financial Group Plc	Barclays	215	44	10	0	161	0	0
BUPA Insurance Limited	BUPA	87	0	0	87	0	0	0
Canada Life Limited	Canada Life	67	0	1	17	0	2	47
Capital One (Europe) plc	Capital One	5375	317	0	1	5057	0	0
Pinnacle Insurance Plc	Cardiff Pinnacle	325	0	0	114	211	0	0
Welcome Financial Services Limited	CATTLES	445	275	12	1	156	1	0
CT Capital PLC	Central Trust	419	5	8	1	405	0	0
Citibank International plc	Citibank	58	37	0	0	19	1	1
CitiFinancial Europe Plc	Citibank	587	121	2	2	462	0	0
Egg Banking Plc	Citibank	927	173	4	1	749	0	0
CIS General Insurance Limited	CO-OP	235	0	0	234	0	0	1
Co-operative Insurance Society Limited	CO-OP	173	1	0	30	6	9	127
The Co-operative Bank Plc	CO-OP	566	229	49	12	237	29	10
esure Insurance Limited	ESURE	166	0	0	166	0	0	0
Europ Assistance Holdings Limited	Europ Assistance	82	0	0	82	0	0	0
Friends Life Company Limited	Friends Provident	62	0	0	15	1	6	40
Friends Life Limited	Friends Provident	139	0	3	26	2	6	102
Friends Life Services Limited	Friends Provident	140	0	1	18	3	20	98
Winterthur Life UK Limited	Friends Provident	79	0	1	7	1	0	70
GE Money Consumer Lending Limited	General Electric	94	48	7	0	39	0	0
GE Money Home Lending Limited	General Electric	152	32	51	1	68	0	0
Groupama Insurance Company	Groupama	160	0	0	152	8	0	0











Santander Consumer (UK) Plc	Santander UK	212	140	0	0	72	0	0
Santander UK Plc	Santander UK	5439	3670	515	102	855	169	128
Sesame Limited	Sesame	140	1	37	11	12	18	61
Shop Direct Finance Company Limited	Shop Direct Group	507	258	0	1	248	0	0
Skipton Building Society	Skipton Group	84	9	17	1	53	4	0
St. James's Place Wealth Management Plc	St James Place	50	0	9	6	4	17	14
Standard Life Assurance Limited	Standard Life	150	0	0	14	2	10	124
ReAssure Limited	SWISS RE	129	0	2	24	0	2	101
Tesco Personal Finance PLC	Tesco Personal Finance	732	153	0	94	485	0	0
Bradford & Bingley Plc	UK Asset Resolution	260	5	45	11	156	9	34
Mortgage Express	UK Asset Resolution	86	0	82	0	4	0	0
Northern Rock (Asset Management) plc	UK Asset Resolution	557	44	330	3	165	0	15
Yorkshire Building Society	Yorkshire	456	77	99	8	243	15	14
Openwork Limited	Zurich	116	1	30	14	19	42	10
Zurich Assurance Ltd	Zurich	260	0	6	37	6	34	177
Zurich Insurance PLC	Zurich	195	0	0	194	0	0	1

The table above shows the number of new cases received by the ombudsman service in the six-month period from 1 July to 31 December 2011 - from consumers dissatisfied with the financial business's response to their complaint. This number is likely to be affected by the size of the business involved.

**business name:** the names listed alphabetically in this column are the official names by which businesses are regulated.

**business group:** this column shows the name of any larger group that the individual business was part of at the end of the six-month period.