

Firstplus Financial Group Plc	Barclays	298	34	11	0	253	0	0
BUPA Insurance Limited	BUPA	108	0	0	107	0	0	1
Canada Life Limited	Canada Life	71	0	0	19	1	5	46
Capital One (Europe) plc	Capital One	5866	269	1	2	5594	0	0
Pinnacle Insurance Plc	Cardiff Pinnacle	321	0	0	77	244	0	0
Welcome Financial Services Limited	CATTLES	468	194	16	5	252	1	0
CT Capital PLC	Central Trust	307	2	5	2	298	0	0
Citibank International plc	Citibank	34	18	0	0	15	1	0
CitiFinancial Europe Plc	Citibank	414	65	3	0	346	0	0
Egg Banking Plc	Citibank	706	36	5	0	665	0	0
CIS General Insurance Limited	CO-OP	247	0	0	241	4	2	0
Co-operative Insurance Society Limited	CO-OP	205	0	0	35	20	32	118
The Co-operative Bank Plc	CO-OP	603	231	45	3	291	25	8
Domestic & General Insurance Plc	Domestic & General Insurance PLC	46	0	0	42	0	4	0
esure Insurance Limited	ESURE	167	0	0	167	0	0	0
Aria Insurance Services Limited	Europ Assistance	50	0	0	50	0	0	0
Friends Life Company Limited	Friends Provident	43	0	0	7	1	2	33
Friends Life Limited	Friends Provident	129	0	0	30	5	8	86
Friends Life Services Limited	Friends Provident	143	0	0	20	1	22	100
Friends Life WL Limited	Friends Provident	56	0	0	6	1	1	48
Sesame Limited	Friends Provident	138	0	18	24	35	19	42
GE Money Consumer Lending Limited	General Electric	163	53	10	0	100	0	0
GE Money Home Lending Limited	General Electric	222	30	41	0	151	0	0
Groupama Insurance Company	Groupama	136	0	0	106	30	0	0

MBNA Europe Bank Limited	MBNA	9187	2440	0	23	6724	0	0
Clydesdale Bank Plc	National Australia Group	2898	296	72	23	2487	11	9
The National Farmers' Union Mutual Insurance Society Limited	National Farmers Union Mutual Society Limited	106	0	0	99	1	0	6
Nationwide Building Society	Nationwide	4553	329	160	43	3892	87	42
Abbey Life Assurance Company Limited	No Group	138	0	0	12	1	4	121
ACE European Group Limited	No Group	48	0	0	47	1	0	0
ACF Car Finance Limited	No Group	84	6	0	6	72	0	0
Acromas Insurance Company Limited	No Group	107	0	0	107	0	0	0
Advantage Finance Ltd	No Group	52	4	0	3	45	0	0
Advantage Insurance Company Limited	No Group	72	0	0	72	0	0	0
AIB Group (UK) Plc	No Group	258	52	10	0	196	0	0
American Express Services Europe Limited	No Group	242	78	0	2	162	0	0
American Life Insurance Company (USA)	No Group	32	0	0	22	0	0	10
Amtrust Europe Limited	No Group	34	0	0	32	2	0	0
Amtrust International Underwriters Ltd	No Group	33	0	0	24	9	0	0
Anglian Windows Ltd	No Group	69	1	0	0	68	0	0
Automobile Association Insurance Services Limited	No Group	70	0	0	69	0	0	1
Banque PSA Finance	No Group	69	46	0	0	23	0	0
BDML Connect Limited	No Group	46	0	0	46	0	0	0
BISL Limited	No Group	160	0	0	160	0	0	0
Blue Sky Personal Finance Limited	No Group	79	0	0	0	79	0	0

BMW Financial Services(GB) Limited	No Group	76	66	0	1	9	0	0
BRIT Insurance Limited	No Group	57	0	0	55	2	0	0
British Credit Trust Holdings Ltd	No Group	102	5	0	6	91	0	0
British Gas Insurance Limited	No Group	129	0	0	129	0	0	0
Cabot Financial (Europe) Limited	No Group	52	52	0	0	0	0	0
Card Protection Plan Ltd	No Group	47	0	0	47	0	0	0
Chartis Europe Limited	No Group	90	0	0	76	14	0	0
Countrywide Assured Plc	No Group	102	0	0	15	17	1	69
Countrywide Principal Services Limited	No Group	77	0	34	15	26	0	2
Creation Consumer Finance Ltd	No Group	112	53	0	0	59	0	0
Creation Financial Services Limited	No Group	197	78	0	3	116	0	0
DAS Legal Expenses Insurance Company Limited	No Group	119	0	0	119	0	0	0
DB UK Bank Limited	No Group	34	0	34	0	0	0	0
Decidebloom Limited	No Group	66	17	0	5	44	0	0
E Insurance Services Ltd	No Group	44	0	0	44	0	0	0
Everyday Loans Limited	No Group	193	10	0	0	183	0	0
Express Gifts Ltd	No Group	69	23	0	1	45	0	0
First Response Finance Ltd	No Group	217	8	0	0	209	0	0
Great Lakes Reinsurance (UK) Plc	No Group	96	0	0	91	5	0	0
Guardian Assurance Limited	No Group	63	0	0	2	3	1	57
Hitachi Capital (UK) Plc	No Group	103	86	0	0	17	0	0
Home Retail Group Card Services Limited	No Group	85	78	0	0	7	0	0
Home Retail Group Insurance	No Group	260	2	0	1	257	0	0

Ulster Bank Ltd	Royal Bank Of Scotland	132	51	6	0	71	3	1
The Royal London Mutual Insurance Society Limited	Royal London Group	312	2	0	62	11	17	220
Sainsbury's Bank Plc	Sainsburys Bank	93	82	0	2	9	0	0
Santander Cards UK Limited	Santander UK	475	252	0	6	217	0	0
Santander Consumer (UK) Plc	Santander UK	207	93	0	0	114	0	0
Santander UK Plc	Santander UK	5072	2510	549	126	1665	116	106
Shop Direct Finance Company Limited	Shop Direct Group	561	195	0	1	365	0	0
Connells Limited	Skipton Group	74	0	16	4	54	0	0
Skipton Building Society	Skipton Group	150	10	18	2	118	1	1
St. James's Place Wealth Management Plc	St James Place	47	0	7	5	2	20	13
Standard Life Assurance Limited	Standard Life	134	0	0	12	1	13	108
ReAssure Limited	SWISS RE	158	0	1	35	2	7	113
Tesco Personal Finance PLC	Tesco Personal Finance	953	155	0	76	722	0	0
Bradford & Bingley Plc	UK Asset Resolution	405	3	33	15	316	7	31
Mortgage Express	UK Asset Resolution	76	0	72	0	4	0	0
Northern Rock (Asset Management) plc	UK Asset Resolution	676	24	275	5	365	1	6
Northern Rock plc	Virgin Money	100	28	62	0	6	4	0
West Bromwich Building Society	West Bromwich Group	101	10	10	2	70	5	4
Yorkshire Building Society	Yorkshire	676	50	93	3	506	14	10
Openwork Limited	Zurich	100	1	15	8	42	21	13
Zurich Assurance Ltd	Zurich	250	0	6	56	10	26	152
Zurich Insurance PLC	Zurich	167	0	0	167	0	0	0

The table above shows the number of new cases received by the ombudsman service in the six-month period from 1 January to 30 June 2012 - 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.