

complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 1 July to 31 December 2012

business name	business group	total number of new cases received	number of new cases - by complaint category					
			banking and credit	mortgages and home finance	general insurance	PPI	investments	life & pensions and decumulation
Admiral Insurance Company Limited	Admiral Group	315	0	0	315	0	0	0
Positive Solutions (Financial Services) Limited	Aegon Group	77	0	7	10	15	28	17
Scottish Equitable Plc	Aegon Group	83	0	0	14	0	7	62
Ageas Insurance Limited	Ageas Insurance Limited	515	0	0	514	1	0	0
Groupama Insurance Company Limited	Ageas Insurance Limited	176	0	0	132	44	0	0
Kwik-Fit Insurance Services Ltd	Ageas Insurance Limited	44	0	0	43	1	0	0
Tesco Underwriting Limited	Ageas Insurance Limited	167	0	0	167	0	0	0
Allianz Insurance Plc	Allianz Insurance	1109	0	0	218	891	0	0
Aviva Health UK Limited	AVIVA	52	0	0	52	0	0	0
Aviva Insurance Limited	AVIVA	1363	1	0	564	780	1	17
Aviva Life & Pensions UK Limited	AVIVA	616	0	33	91	0	49	443
Aviva Life Services UK Limited	AVIVA	142	0	8	26	15	30	63
AXA Insurance UK Plc	AXA	701	0	0	662	38	1	0
AXA PPP Healthcare Limited	AXA	58	0	0	58	0	0	0
Bank of Ireland (UK) Plc	Bank of Ireland	633	177	45	10	387	8	6
The Governor and Company of the	Bank of Ireland	91	21	40	2	21	2	5

Assurant General Insurance Limited	No Group	181	0	0	111	70	0	0
Automobile Association Insurance Services Limited	No Group	118	0	0	111	7	0	0
Banque PSA Finance	No Group	99	49	0	1	49	0	0
BDML Connect Limited	No Group	44	0	0	44	0	0	0
BISL Limited	No Group	158	0	0	158	0	0	0
Blemain Finance Limited	No Group	60	55	5	0	0	0	0
Blue Sky Personal Finance Limited	No Group	77	1	0	0	76	0	0
BMW Financial Services(GB) Limited	No Group	98	72	0	1	25	0	0
British Credit Trust Holdings Ltd	No Group	139	9	0	4	126	0	0
British Gas Insurance Limited	No Group	199	0	0	199	0	0	0
Cabot Financial (Europe) Limited	No Group	47	47	0	0	0	0	0
Capital One Homeowner Loans Limited	No Group	36	0	0	0	36	0	0
Card Protection Plan Ltd	No Group	31	0	0	29	2	0	0
Combined Insurance Company of America	No Group	60	0	0	59	0	0	1
Commercial Vehicle Direct Insurance Services Ltd	No Group	44	0	0	44	0	0	0
Countrywide Assured Plc	No Group	128	0	0	31	25	2	70
Countrywide Principal Services Limited	No Group	146	0	36	29	79	0	2
Covea Insurance plc	No Group	83	0	0	83	0	0	0
Coventry Building Society	No Group	229	3	19	4	200	0	3
Creation Consumer Finance Ltd	No Group	136	69	0	2	65	0	0
Creation Financial Services Limited	No Group	266	109	0	1	155	0	1
DAS Legal Expenses Insurance	No Group	128	0	0	128	0	0	0

Company Limited								
Decidebloom Limited	No Group	92	15	0	12	65	0	0
Direct Auto Finance Insurance Services Ltd	No Group	60	0	0	6	54	0	0
Everyday Loans Limited	No Group	419	5	0	0	414	0	0
Express Gifts Ltd	No Group	181	15	0	0	166	0	0
FCE Bank Plc	No Group	137	29	0	1	107	0	0
Financial Insurance Company Limited	No Group	594	0	0	5	589	0	0
First Central Insurance Management Ltd	No Group	48	0	0	48	0	0	0
First Response Finance Ltd	No Group	339	7	0	2	330	0	0
FirstRand Bank Limited	No Group	114	49	0	0	65	0	0
Great Lakes Reinsurance (UK) Plc	No Group	93	0	0	93	0	0	0
Guardian Assurance Limited	No Group	90	0	0	11	3	1	75
Hastings Insurance Services Ltd	No Group	36	0	0	36	0	0	0
Hitachi Capital (UK) Plc	No Group	63	51	0	0	12	0	0
Home Retail Group Card Services Limited	No Group	54	54	0	0	0	0	0
Home Retail Group Insurance Services Limited	No Group	601	0	0	0	601	0	0
Homecare Insurance Limited	No Group	55	0	0	55	0	0	0
Homeserve Membership Limited	No Group	55	0	0	54	1	0	0
IGO4 Limited	No Group	48	0	0	48	0	0	0
Inter Partner Assistance SA	No Group	412	0	0	412	0	0	0
Interactive Investor Trading Limited	No Group	65	1	0	0	0	62	2
J D Williams & Company Limited	No Group	111	45	0	1	65	0	0
Kensington Mortgage Company	No Group	156	11	95	0	50	0	0

Unum Ltd	Unum Limited	50	0	0	50	0	0	0
Virgin Money plc	Virgin Money	99	29	64	0	3	3	0
West Bromwich Building Society	West Bromwich Group	211	15	18	6	161	8	3
Yorkshire Building Society	Yorkshire	1730	70	67	17	1544	20	12
Openwork Limited	Zurich	132	1	26	9	50	24	22
Zurich Assurance Ltd	Zurich	349	0	0	74	27	40	208
Zurich Insurance PLC	Zurich	204	0	0	198	3	0	3

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 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.