



Bank of Ireland (UK) Plc	Bank of Ireland	362	140	52	7	157	2	4
The Governor and Company of the Bank of Ireland	Bank of Ireland	33	2	15	2	9	2	3
Barclays Bank Plc	Barclays	26955	3643	503	231	22316	138	124
Barclays Stockbrokers Limited	Barclays	54	0	0	0	0	53	1
Clydesdale Financial Services Limited	Barclays	326	301	1	1	23	0	0
Firstplus Financial Group Plc	Barclays	153	60	1	0	92	0	0
BUPA Insurance Limited	BUPA	153	0	0	153	0	0	0
Canada Life Limited	Canada Life	62	0	1	9	0	3	49
Pinnacle Insurance Plc	Cardiff Pinnacle	368	0	0	77	291	0	0
Canada Square Operations Limited	Citibank	1644	16	0	1	1626	0	1
Citibank International plc	Citibank	50	20	2	2	20	3	3
CitiFinancial Europe Plc	Citibank	236	24	3	7	200	0	2
CIS General Insurance Limited	CO-OP	206	0	0	203	3	0	0
Platform Home Loans Ltd	CO-OP	36	0	28	1	7	0	0
The Co-operative Bank Plc	CO-OP	1665	399	85	13	1129	29	10
UK Insurance Limited	Direct Line	1316	0	0	1244	72	0	0
Domestic & General Insurance Plc	Domestic & General	92	0	0	92	0	0	0
esure Insurance Limited	ESURE	169	0	0	169	0	0	0
Friends Life Limited	Friends Provident	236	0	0	54	1	7	174
Friends Life Services Limited	Friends Provident	134	0	0	23	4	15	92
Sesame Limited	Friends Provident	197	0	17	38	53	20	69
HSBC Bank plc	HSBC	12429	1969	168	482	9682	92	36
Marks & Spencer Financial Services plc	HSBC	812	87	0	23	702	0	0
Legal & General Assurance Society	Legal & General	309	0	0	113	0	21	175



ACE European Group Limited	No Group	83	0	0	80	0	0	3
ACF Car Finance Limited	No Group	72	4	0	3	65	0	0
Acromas Insurance Company Limited	No Group	218	0	0	218	0	0	0
Advantage Insurance Company Limited	No Group	175	0	0	175	0	0	0
AIB Group (UK) Plc	No Group	324	41	13	1	263	3	3
AIG Europe Limited	No Group	64	0	0	37	27	0	0
American Express Insurance Services Europe Limited	No Group	50	0	0	8	42	0	0
American Express Services Europe Limited	No Group	300	78	0	7	215	0	0
Amtrust Europe Limited	No Group	71	0	0	67	4	0	0
Amtrust International Underwriters Ltd	No Group	45	0	0	33	12	0	0
Anglian Windows Ltd	No Group	35	2	0	0	32	0	1
Arnold Clark Automobiles Limited	No Group	179	6	0	4	169	0	0
Assurant General Insurance Limited	No Group	90	0	0	55	35	0	0
Automobile Association Insurance Services Limited	No Group	115	0	0	114	1	0	0
Banque PSA Finance	No Group	70	43	0	3	24	0	0
BISL Limited	No Group	72	0	0	72	0	0	0
Blemain Finance Limited	No Group	47	45	2	0	0	0	0
BMW Financial Services (GB) Limited	No Group	78	67	0	3	8	0	0
Brightside Insurance Services Limited	No Group	54	0	0	54	0	0	0
British Gas Insurance Limited	No Group	245	0	0	245	0	0	0
Capital One (Europe) plc	No Group	5303	249	0	2	5052	0	0





J D Williams & Company Limited	No Group	117	49	0	2	66	0	0
Kensington Mortgage Company Limited	No Group	93	12	66	0	15	0	0
Leeds Building Society	No Group	168	11	36	4	116	0	1
London General Insurance Company Limited	No Group	83	0	0	60	23	0	0
Mapfre Asistencia, Compania Internacional De Seguros y Reaseguros, S.A.	No Group	343	0	0	341	2	0	0
Markerstudy Insurance Company Limited	No Group	60	0	0	60	0	0	0
MKDP LLP	No Group	54	54	0	0	0	0	0
National House-Building Council	No Group	94	0	0	94	0	0	0
National Savings and Investments	No Group	101	101	0	0	0	0	0
Newcastle Building Society	No Group	107	4	6	0	92	1	4
NewDay Ltd	No Group	367	116	0	7	244	0	0
Northern Bank Limited	No Group	335	36	7	3	286	1	2
Nottingham Building Society	No Group	48	1	2	1	43	0	1
Ocean Finance and Mortgages Limited	No Group	36	4	3	0	29	0	0
Octagon Insurance Company Limited	No Group	63	0	0	63	0	0	0
PayPal Sarl & Cie, SCA	No Group	107	107	0	0	0	0	0
Pendragon Finance and Insurance Services Limited	No Group	39	6	0	9	24	0	0
Personal Touch Financial Services Ltd	No Group	55	0	11	12	26	6	0
Positive Solutions (Financial Services) Limited	No Group	44	0	5	4	6	16	13
Provident Personal Credit Limited	No Group	52	52	0	0	0	0	0

PTI Insurance Company Limited	No Group	35	0	0	35	0	0	0
R. Raphael & Sons Plc	No Group	67	62	0	0	5	0	0
RAC Insurance Limited	No Group	56	0	0	56	0	0	0
RAC Motoring Services	No Group	56	0	0	56	0	0	0
Red Sands Insurance Company (Europe) Limited	No Group	85	0	0	85	0	0	0
Sabre Insurance Company Limited	No Group	30	0	0	30	0	0	0
Saga Services Limited	No Group	62	0	0	62	0	0	0
Secret Eye Limited	No Group	47	47	0	0	0	0	0
Secure Trust Bank Plc	No Group	58	31	0	0	27	0	0
Shop Direct Finance Company Limited	No Group	837	255	0	2	580	0	0
Southern Pacific Mortgage Limited	No Group	64	6	43	0	15	0	0
Sterling Insurance Company Limited	No Group	30	0	0	16	14	0	0
Sun Life Assurance Company of Canada (U.K.) Limited	No Group	207	0	0	16	0	5	186
Swinton Group Ltd	No Group	210	0	0	209	1	0	0
Sygma Banque	No Group	59	38	0	0	21	0	0
TD Direct Investing (Europe) Limited	No Group	37	0	0	0	0	37	0
The Funding Corporation Limited	No Group	41	5	0	0	36	0	0
The Society of Lloyd's	No Group	331	0	0	161	170	0	0
Towergate Underwriting Group Limited	No Group	33	0	0	30	3	0	0
UK Car Group Limited	No Group	94	0	0	5	89	0	0
Union Reiseversicherung AG	No Group	50	0	0	50	0	0	0
Vanquis Bank Limited	No Group	393	393	0	0	0	0	0
Volkswagen Financial Services (UK)	No Group	142	129	0	3	9	1	0





Connells Limited	Skipton Group	119	0	58	8	53	0	0
Skipton Building Society	Skipton Group	128	8	15	2	100	3	0
St. James's Place Wealth Management Plc	St James Place	77	0	4	12	8	28	25
Standard Life Assurance Limited	Standard Life	152	0	1	16	2	8	125
Tesco Personal Finance PLC	Tesco Personal Finance	1399	328	1	47	1023	0	0
Bradford & Bingley Plc	UK Asset Resolution	584	2	49	19	483	7	24
Mortgage Express	UK Asset Resolution	76	0	73	1	2	0	0
NRAM plc	UK Asset Resolution	886	49	372	6	450	1	8
Unum Ltd	Unum Limited	57	0	0	57	0	0	0
Virgin Money plc	Virgin Money	65	22	38	0	0	4	1
West Bromwich Building Society	West Bromwich Group	123	8	42	1	62	4	6
West Bromwich Mortgage Company Limited	West Bromwich Group	142	0	140	0	2	0	0
Yorkshire Building Society	Yorkshire	823	67	89	12	632	9	14
Openwork Limited	Zurich	73	1	19	12	21	13	7
Zurich Assurance Ltd	Zurich	237	0	1	41	17	20	158
Zurich Insurance PLC	Zurich	187	0	0	187	0	0	0

The table above shows the number of new cases received by the ombudsman service in the six-month period from 01 Jan to 30 Jun 2014 - 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.