

complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 1 Jul to 31 Dec 2015

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
Abbey Life Assurance Company Limited	No Group	135	0	0	12	0	4	119
Accord Mortgages Limited	Yorkshire	34	0	34	0	0	0	0
ACE European Group Limited	No Group	46	0	0	45	0	0	1
Acromas Insurance Company Limited	No Group	154	0	0	154	0	0	0
Admiral Insurance Company Limited	Admiral Group	359	0	0	359	0	0	0
Advantage Insurance Company Limited	No Group	183	0	0	183	0	0	0
Ageas Insurance Limited	No Group	499	0	0	499	0	0	0
Ageas Retail Limited	No Group	34	0	0	34	0	0	0
AIB Group (UK) Plc	No Group	133	36	9	5	76	6	1
AIG Europe Limited	No Group	50	0	0	48	2	0	0
Allianz Insurance Plc	Allianz Insurance	1123	0	0	343	780	0	0
American Express Services Europe Limited	No Group	341	106	0	7	228	0	0
Amtrust Europe Limited	No Group	91	0	0	91	0	0	0
Amtrust International Underwriters Ltd	No Group	34	0	0	32	2	0	0

BUPA Insurance Limited	BUPA	118	0	0	118	0	0	0
Cabot Financial (Europe) Limited	No Group	37	37	0	0	0	0	0
Canada Life Limited	Canada Life	54	0	0	19	0	1	34
Canada Square Operations Limited	Citibank	2486	13	0	7	2466	0	0
Capital One (Europe) plc	No Group	5536	187	0	4	5345	0	0
Capquest Debt Recovery Limited	No Group	37	37	0	0	0	0	0
Card Protection Plan Ltd	No Group	38	0	0	37	0	1	0
Casheuronet UK LLC	No Group	280	280	0	0	0	0	0
Caversham Finance Limited	No Group	65	59	0	6	0	0	0
Cheltenham & Gloucester plc	Lloyds	673	4	100	10	558	0	1
CIGNA Europe Insurance Company SA-NV	No Group	44	0	0	32	12	0	0
CIS General Insurance Limited	CO-OP	165	0	0	163	1	0	1
Citibank International Limited	Citibank	46	42	0	0	2	2	0
CitiFinancial Europe Plc	Citibank	276	17	4	4	251	0	0
Close Brothers Limited	No Group	112	88	0	10	14	0	0
Clydesdale Bank Plc	National Australia Group	3473	726	62	24	2616	41	4
Clydesdale Financial Services Limited	Barclays	459	443	0	0	16	0	0
Connells Limited	Skipton Group	100	0	58	6	36	0	0
Countrywide Assured Plc	No Group	65	0	0	25	1	1	38
Countrywide Principal Services Limited	No Group	67	0	36	16	15	0	0
Covea Insurance plc	No Group	126	0	0	126	0	0	0
Coventry Building Society	No Group	146	12	25	1	106	2	0
Creation Consumer Finance Ltd	No Group	166	130	0	2	33	1	0
Creation Financial Services Limited	No Group	96	61	0	1	34	0	0

DAS Legal Expenses Insurance Company Limited	No Group	82	0	0	82	0	0	0
DFS Trading Limited	No Group	75	2	0	3	70	0	0
Domestic & General Insurance Plc	Domestic & General	55	0	0	55	0	0	0
Elite Insurance Company Limited	No Group	53	0	0	53	0	0	0
Enterprise Insurance Company plc	No Group	76	0	0	76	0	0	0
Equifax Limited	No Group	46	46	0	0	0	0	0
Equiniti Financial Services Limited	No Group	72	0	0	0	0	70	2
Erudio Student Loans Limited	No Group	93	93	0	0	0	0	0
esure Insurance Limited	ESURE	174	0	0	174	0	0	0
Europa Group Limited	No Group	31	0	0	31	0	0	0
Europäische Reiseversicherung AG	No Group	85	0	0	85	0	0	0
Everyday Loans Limited	No Group	58	6	0	2	50	0	0
Experian Limited	No Group	89	87	0	1	0	1	0
Express Gifts Ltd	No Group	67	45	0	1	21	0	0
FCA Automotive Services UK Ltd	No Group	35	26	0	2	7	0	0
FCE Bank Plc	No Group	41	41	0	0	0	0	0
Financial Insurance Company Limited	No Group	4429	0	0	4	4424	0	1
First Central Insurance Management Ltd	No Group	120	0	0	120	0	0	0
First Response Finance Ltd	No Group	73	25	0	1	47	0	0
Firstplus Financial Group Plc	Barclays	117	66	7	0	44	0	0
FirstRand Bank Limited	No Group	211	206	0	1	4	0	0
Friends Life Limited	Friends Provident	252	0	3	71	1	14	163
Friends Life Services Limited	Friends Provident	106	0	0	14	0	9	83
GE Money Consumer Lending	No Group	36	24	1	0	11	0	0

Yorkshire Building Society	Yorkshire	800	44	91	8	625	23	9
Zenith Insurance plc	No Group	166	0	0	166	0	0	0
Zurich Assurance Ltd	Zurich	200	0	9	48	5	15	123
Zurich Insurance PLC	Zurich	144	0	0	142	1	1	0

The table above shows the number of new cases received by the ombudsman service in the six-month period from 1 Jul to 31 Dec 2015 - 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.