





Liverpool Victoria Friendly Society Limited	Liverpool Victoria Group	50	1	2	14	15	0	18
Liverpool Victoria Insurance Company Limited	Liverpool Victoria Group	313	0	0	312	0	0	1
Bank of Scotland Plc	Lloyds	22090	3510	769	258	17358	130	65
Black Horse Limited	Lloyds	664	202	2	3	457	0	0
Cheltenham & Gloucester plc	Lloyds	1395	5	119	7	1263	0	1
Lloyds Bank General Insurance Limited	Lloyds	208	0	0	160	48	0	0
Lloyds Bank PLC	Lloyds	22241	5043	90	220	16626	147	115
Scottish Widows Limited	Lloyds	188	1	0	38	0	14	135
St Andrew's Insurance plc	Lloyds	683	0	0	90	593	0	0
The National Farmers' Union Mutual Insurance Society Limited	National Farmers Union Mutual Society Limited	124	0	0	117	0	4	3
Nationwide Building Society	Nationwide	4300	979	433	50	2756	50	32
The Mortgage Works (UK) Plc	Nationwide	74	4	67	0	2	1	0
Abbey Life Assurance Company Limited	No Group	145	0	0	5	0	4	136
ACE European Group Limited	No Group	57	0	0	57	0	0	0
Acromas Insurance Company Limited	No Group	177	0	0	177	0	0	0
Active Securities Limited	No Group	73	73	0	0	0	0	0
Advantage Insurance Company Limited	No Group	204	0	0	204	0	0	0
Ageas Insurance Limited	No Group	593	0	0	593	0	0	0
AIB Group (UK) Plc	No Group	134	42	9	7	70	6	0
AIG Europe Limited	No Group	41	0	0	41	0	0	0
American Express Insurance Services Europe Limited	No Group	31	2	0	3	26	0	0









One Insurance Limited	No Group	63	0	0	63	0	0	0
OneSavings Bank Plc	No Group	43	19	14	0	10	0	0
PayPal Sarl & Cie, SCA	No Group	175	175	0	0	0	0	0
PDL Finance Limited	No Group	136	136	0	0	0	0	0
Pepper (UK) Limited	No Group	63	11	52	0	0	0	0
Pixie Loans Limited	No Group	36	36	0	0	0	0	0
Positive Solutions (Financial Services) Limited	No Group	34	0	1	7	2	14	10
PRA Group (UK) Limited	No Group	37	36	0	1	0	0	0
Provident Personal Credit Limited	No Group	266	266	0	0	0	0	0
PSA Finance UK Limited	No Group	80	62	0	3	15	0	0
R. Raphael & Sons Plc	No Group	67	65	0	0	2	0	0
RAC Insurance Limited	No Group	87	0	0	87	0	0	0
RAC Motoring Services	No Group	57	0	0	57	0	0	0
RCI Financial Services Limited	No Group	104	96	0	1	7	0	0
ReAssure Life Limited	No Group	56	0	0	6	0	0	50
Red Sands Insurance Company (Europe) Limited	No Group	122	0	0	122	0	0	0
Sabre Insurance Company Limited	No Group	48	0	0	48	0	0	0
Saga Services Limited	No Group	55	0	0	55	0	0	0
Secure Trust Bank Plc	No Group	109	89	0	1	18	1	0
Shawbrook Bank Limited	No Group	77	74	3	0	0	0	0
Shop Direct Finance Company Limited	No Group	999	425	0	1	573	0	0
Skrill Limited	No Group	37	37	0	0	0	0	0
Skyfire Insurance Company Limited	No Group	76	0	0	76	0	0	0
Solid Försäkringar AB	No Group	45	0	0	45	0	0	0



Phoenix Life Limited	Phoenix Group	236	0	2	35	0	11	188
Principality Building Society	Principality	33	3	5	2	21	2	0
The Prudential Assurance Company Limited	Prudential PLC	258	1	6	27	15	18	191
ReAssure Limited	ReAssure Company Limited	113	0	2	27	0	2	82
National Westminster Bank Plc	Royal Bank Of Scotland	8027	5723	280	101	1761	138	24
The Royal Bank of Scotland Plc	Royal Bank Of Scotland	4480	2324	161	47	1842	87	19
Ulster Bank Ltd	Royal Bank Of Scotland	193	150	10	1	30	2	0
The Royal London Mutual Insurance Society Limited	Royal London Group	263	0	0	54	5	11	193
Royal & Sun Alliance Insurance Plc	RSA Insurance UK	487	0	0	476	11	0	0
Sainsbury's Bank Plc	Sainsburys Bank	84	82	1	1	0	0	0
Santander Cards UK Limited	Santander UK	252	4	0	1	247	0	0
Santander Consumer (UK) Plc	Santander UK	127	113	0	1	13	0	0
Santander UK Plc	Santander UK	5605	2209	563	158	2540	87	48
Connells Limited	Skipton Group	121	0	75	14	31	0	1
Skipton Building Society	Skipton Group	112	7	25	2	77	1	0
St. James's Place Wealth Management Plc	St James Place	58	1	3	4	2	22	26
Standard Life Assurance Limited	Standard Life	116	0	0	11	6	8	91
Tesco Personal Finance PLC	Tesco Personal Finance	967	229	10	52	676	0	0
Bradford & Bingley Plc	UK Asset Resolution	401	3	29	16	334	3	16
Mortgage Express	UK Asset Resolution	102	0	101	0	1	0	0
NRAM plc	UK Asset Resolution	562	33	325	1	201	0	2
Virgin Money plc	Virgin Money	185	135	41	1	2	5	1
West Bromwich Building Society	West Bromwich Group	76	10	12	4	47	2	1
Yorkshire Building Society	Yorkshire	804	36	69	19	664	12	4

Endsleigh Insurance Services Ltd	Zurich	33	0	0	33	0	0	0
Openwork Limited	Zurich	80	0	15	12	19	12	22
Zurich Assurance Ltd	Zurich	190	0	1	49	4	15	121
Zurich Insurance PLC	Zurich	181	0	0	180	1	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 2016 - 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.