

complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 1 July to 31 December 2011

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
Barclays Bank Plc	Barclays	11524	3474	458	119	6975	361	137
MBNA Europe Bank Limited	MBNA	9185	3795	0	13	5377	0	0
Lloyds TSB Bank Plc	Lloyds	7467	2788	85	148	4257	75	114
Bank of Scotland plc	Lloyds	6082	2832	884	126	1954	152	134
Santander UK Plc	Santander UK	5439	3670	515	102	855	169	128
Capital One (Europe) plc	Capital One	5375	317	0	1	5057	0	0
Black Horse Limited	Lloyds	5252	248	0	5	4999	0	0
HSBC Bank plc	HSBC	4430	1227	136	122	2813	96	36
National Westminster Bank Plc	Royal Bank Of Scotland	2737	1630	207	53	783	42	22
Nationwide Building Society	Nationwide	2513	448	180	27	1778	46	34
Clydesdale Bank Plc	National Australia Group	1829	332	125	15	1336	13	8
The Royal Bank of Scotland Plc	Royal Bank Of Scotland	1827	648	122	53	935	47	22
UK Insurance Limited	Royal Bank Of Scotland	1611	0	0	1554	57	0	0
HFC Bank Limited	HSBC	1181	98	0	5	1078	0	0
Egg Banking Plc	Citibank	927	173	4	1	749	0	0
Aviva Insurance Limited	AVIVA	837	0	0	563	265	0	9
AXA Insurance UK Plc	AXA	736	0	0	698	38	0	0

Homecare Insurance Limited	No Group	69	0	0	69	0	0	0
Canada Life Limited	Canada Life	67	0	1	17	0	2	47
EUI Limited	Admiral Group	66	0	0	65	1	0	0
Countrywide Principal Services Limited	No Group	65	0	33	11	21	0	0
J D Williams & Company Limited	No Group	65	35	0	2	28	0	0
Friends Life Company Limited	Friends Provident	62	0	0	15	1	6	40
AXA PPP Healthcare Limited	AXA	60	0	0	60	0	0	0
Positive Solutions (Financial Services) Limited	Aegon Group	60	0	18	5	5	22	10
Guardian Assurance Limited	No Group	59	0	0	7	0	2	50
BRIT Insurance Limited	No Group	58	0	0	58	0	0	0
Citibank International plc	Citibank	58	37	0	0	19	1	1
R. Raphael & Sons Plc	No Group	58	34	0	0	24	0	0
Yes Loans Ltd	No Group	57	57	0	0	0	0	0
Advantage Insurance Company Limited	No Group	56	0	0	56	0	0	0
London General Insurance Company Limited	No Group	55	0	0	41	13	0	1
ACE European Group Limited	No Group	54	0	0	53	1	0	0
BDML Connect Limited	No Group	54	0	0	54	0	0	0
Barclays Insurance (Dublin) Limited	Barclays	53	0	0	2	51	0	0
National House-Building Council	No Group	53	0	0	53	0	0	0
Markerstudy Insurance Company Limited	No Group	51	0	0	51	0	0	0
Red Sands Insurance Company (Europe) Limited	No Group	50	0	0	45	5	0	0
St. James's Place Wealth	St James Place	50	0	9	6	4	17	14

Management Plc								
E Insurance Services Ltd	No Group	48	0	0	48	0	0	0
American Life Insurance Company (USA)	No Group	47	0	0	23	1	1	22
Personal Touch Financial Services Ltd	No Group	47	0	28	5	8	3	3
Nemo Personal Finance Limited	Principality	45	13	0	0	32	0	0
Aviva Insurance UK Limited	AVIVA	44	0	0	44	0	0	0
Liverpool Victoria Friendly Society Limited	Liverpool Victoria Group	43	3	0	3	10	3	24
UK General Insurance Limited	No Group	43	0	0	40	3	0	0
Amtrust Europe Limited	No Group	42	0	0	42	0	0	0
ITC Compliance Limited	No Group	41	0	0	10	31	0	0
Halifax General Insurance Services Limited	Lloyds	39	0	0	39	0	0	0
National Savings and Investments	No Group	39	39	0	0	0	0	0
Quinn Insurance Limited	No Group	39	0	0	39	0	0	0
AWD Chase de Vere Limited	No Group	38	0	0	0	2	21	15
FirstRand Bank Limited	No Group	35	16	0	2	17	0	0
Gresham Insurance Company Limited	AVIVA	33	0	0	33	0	0	0

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 2011 - 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.