

## complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 1 July to 31 December 2013

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	187	0	0	8	0	3	176
ACE European Group Limited	No Group	81	0	0	81	0	0	0
ACF Car Finance Limited	No Group	80	6	0	5	69	0	0
Acromas Insurance Company Limited	No Group	236	0	0	236	0	0	0
Admiral Insurance Company Limited	Admiral Group	261	0	0	261	0	0	0
Advantage Insurance Company Limited	No Group	100	0	0	100	0	0	0
Ageas Insurance Limited	Ageas Insurance Limited	464	0	0	450	14	0	0
AIB Group (UK) Plc	No Group	611	38	15	3	552	3	0
AIG Europe Limited	No Group	61	0	0	39	22	0	0
Allianz Insurance Plc	Allianz Insurance	1175	0	0	230	945	0	0
American Express Insurance Services Europe Limited	No Group	60	0	0	3	57	0	0
American Express Services Europe Limited	No Group	341	62	0	6	273	0	0
Amtrust Europe Limited	No Group	62	0	0	62	0	0	0
Amtrust International Underwriters Ltd	No Group	74	0	0	68	6	0	0

Arnold Clark Automobiles Limited	No Group	232	6	0	3	223	0	0
Assurant General Insurance Limited	No Group	135	0	0	54	81	0	0
Automobile Association Insurance Services Limited	No Group	152	0	0	152	0	0	0
Aviva Health UK Limited	AVIVA	64	0	0	64	0	0	0
Aviva Insurance Limited	AVIVA	1223	0	1	515	704	1	2
Aviva Life & Pensions UK Limited	AVIVA	340	0	1	62	1	17	259
Aviva Life Services UK Limited	AVIVA	203	0	25	49	8	22	99
AXA Insurance UK Plc	AXA	603	0	0	573	29	0	1
AXA PPP Healthcare Limited	AXA	93	0	0	93	0	0	0
Bank of Ireland (UK) Plc	Bank of Ireland	650	163	190	6	286	2	3
Bank of Scotland Plc	Lloyds	39134	2003	1126	284	35500	76	145
Banque PSA Finance	No Group	68	42	0	0	26	0	0
Barclays Bank Plc	Barclays	36506	3782	383	327	31717	153	144
Barclays Insurance (Dublin) Limited	No Group	47	0	0	16	30	0	1
Barclays Stockbrokers Limited	Barclays	37	0	0	0	0	33	4
Be Wiser Insurance Services Ltd	No Group	35	0	0	35	0	0	0
BISL Limited	No Group	94	0	0	94	0	0	0
Black Horse Limited	Lloyds	2615	220	0	4	2391	0	0
Blemain Finance Limited	No Group	53	53	0	0	0	0	0
BMW Financial Services (GB) Limited	No Group	84	65	0	6	13	0	0
Bradford & Bingley Plc	UK Asset Resolution	860	3	39	16	758	11	33
Brightside Insurance Services Limited	No Group	74	0	0	74	0	0	0
British Credit Trust Holdings Ltd	No Group	42	2	0	0	40	0	0
British Gas Insurance Limited	No Group	230	0	0	229	0	1	0

BUPA Insurance Limited	BUPA	185	0	0	185	0	0	0
Canada Life Limited	Canada Life	50	0	0	13	0	7	30
Canada Square Operations Limited	Citibank	2338	17	0	13	2308	0	0
Capital One (Europe) plc	No Group	7673	276	0	7	7390	0	0
Card Protection Plan Ltd	No Group	98	0	0	98	0	0	0
Catlin Insurance Company (UK) Ltd	No Group	31	0	0	31	0	0	0
Cheltenham & Gloucester plc	Lloyds	1811	6	164	12	1623	2	4
CIS General Insurance Limited	CO-OP	197	0	0	193	4	0	0
Citibank International plc	Citibank	47	23	1	2	20	1	0
CitiFinancial Europe Plc	Citibank	506	29	0	6	471	0	0
Close Motor Finance Limited	No Group	41	16	0	1	24	0	0
Clydesdale Bank Plc	National Australia Group	3157	433	109	37	2525	38	15
Clydesdale Financial Services Limited	Barclays	291	277	0	1	13	0	0
Connells Limited	Skipton Group	140	0	41	5	94	0	0
Countrywide Assured Plc	No Group	99	0	0	29	0	1	69
Countrywide Principal Services Limited	No Group	128	0	37	21	70	0	0
Covea Insurance plc	No Group	127	0	0	127	0	0	0
Coventry Building Society	No Group	196	9	18	1	167	1	0
Creation Consumer Finance Ltd	No Group	100	60	0	1	39	0	0
Creation Financial Services Limited	No Group	198	76	0	1	121	0	0
CT Capital PLC	No Group	205	5	0	0	200	0	0
Cumberland Building Society	No Group	100	6	2	0	91	0	1
DAS Legal Expenses Insurance Company Limited	No Group	91	0	0	91	0	0	0
Decidebloom Limited	No Group	47	8	0	5	34	0	0

DFS Trading Limited	No Group	364	0	0	0	364	0	0
Direct Auto Finance Insurance Services Ltd	No Group	72	0	0	2	70	0	0
Domestic & General Insurance Plc	Domestic & General Insurance PLC	66	0	0	66	0	0	0
Endsleigh Insurance Services Ltd	Zurich	38	0	0	36	1	0	1
esure Insurance Limited	ESURE	141	0	0	141	0	0	0
Everyday Loans Limited	No Group	186	5	0	2	179	0	0
Express Gifts Ltd	No Group	122	14	0	0	108	0	0
FGA Capital UK Limited	No Group	37	28	0	0	9	0	0
Financial Insurance Company Limited	No Group	480	0	0	3	477	0	0
First Response Finance Ltd	No Group	136	8	0	0	128	0	0
Firstplus Financial Group Plc	Barclays	196	73	12	1	110	0	0
FirstRand Bank Limited	No Group	80	56	0	0	24	0	0
Ford Retail Limited	No Group	44	2	0	0	42	0	0
Friends Life Company Limited	Friends Provident	35	0	0	8	0	1	26
Friends Life Limited	Friends Provident	205	0	0	57	1	6	141
Friends Life Services Limited	Friends Provident	157	1	1	29	3	12	111
Friends Life WL Limited	Friends Provident	60	0	0	5	0	3	52
GE Money Consumer Lending Limited	General Electric	101	38	1	0	62	0	0
GE Money Home Lending Limited	General Electric	194	18	61	0	115	0	0
GICL 2013 Limited	Ageas Insurance Limited	38	0	0	36	2	0	0
GMAC UK Plc	No Group	56	43	0	0	13	0	0
GPUK LLP	No Group	31	31	0	0	0	0	0
Great Lakes Reinsurance (UK) Plc	No Group	104	0	0	104	0	0	0

Guardian Assurance Limited	No Group	85	0	0	6	3	1	75
Halifax General Insurance Services Limited	Lloyds	33	0	0	29	4	0	0
Halifax Insurance Ireland Ltd	Lloyds	99	0	0	0	99	0	0
Hastings Insurance Services Ltd	No Group	87	0	0	87	0	0	0
Hitachi Capital (UK) Plc	No Group	68	58	0	0	10	0	0
Home Retail Group Card Services Limited	No Group	51	51	0	0	0	0	0
Home Retail Group Insurance Services Limited	No Group	666	1	0	1	664	0	0
Homecare Insurance Limited	No Group	40	0	0	40	0	0	0
HSBC Bank plc	HSBC	15286	1655	173	496	12838	83	41
IGO4 Limited	No Group	50	0	0	50	0	0	0
Inter Partner Assistance SA	No Group	210	0	0	210	0	0	0
Interactive Investor Trading Limited	No Group	31	0	0	0	0	30	1
International Insurance Company of Hannover Plc	No Group	41	0	0	41	0	0	0
J D Williams & Company Limited	No Group	92	48	0	1	43	0	0
Kensington Mortgage Company Limited	No Group	108	14	62	0	32	0	0
Leeds Building Society	No Group	290	16	34	8	231	0	1
Legal & General Assurance Society Limited	Legal & General	386	0	0	164	0	17	205
Legal & General Insurance Limited	Legal & General	265	0	0	123	142	0	0
Legal & General Partnership Services Limited	Legal & General	192	0	44	23	125	0	0
Liverpool Victoria Friendly Society Limited	Liverpool Victoria Group	72	1	0	7	44	0	20
Liverpool Victoria Insurance	Liverpool Victoria Group	353	0	0	350	3	0	0











WDFC UK Limited	No Group	90	90	0	0	0	0	0
Welcome Financial Services Limited	No Group	1010	189	0	75	746	0	0
Wesleyan Assurance Society	No Group	41	0	0	10	0	3	28
West Bromwich Building Society	West Bromwich Group	154	13	17	2	118	1	3
WorldPay (UK) Limited	No Group	59	59	0	0	0	0	0
Yorkshire Building Society	Yorkshire	1174	44	55	12	1045	8	10
Zenith Insurance plc	No Group	65	0	0	65	0	0	0
Zurich Assurance Ltd	Zurich	250	0	0	63	15	21	151
Zurich Insurance PLC	Zurich	174	0	0	173	1	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 2013 - 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.