

complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 01 Jan to 30 Jun 2014

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	173	0	0	12	1	6	154
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
Admiral Insurance Company Limited	Admiral Group	330	0	0	330	0	0	0
Advantage Insurance Company Limited	No Group	175	0	0	175	0	0	0
Ageas Insurance Limited	Ageas Insurance Limited	495	0	0	443	52	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
Allianz Insurance Plc	Allianz Insurance	1097	0	0	283	814	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
Aviva Health UK Limited	AVIVA	53	0	0	53	0	0	0
Aviva Insurance Limited	AVIVA	1384	1	0	678	698	0	7
Aviva Life & Pensions UK Limited	AVIVA	283	0	2	42	1	8	230
Aviva Life Services UK Limited	AVIVA	185	0	11	71	5	19	79
AXA Insurance UK Plc	AXA	547	0	0	529	18	0	0
AXA PPP Healthcare Limited	AXA	73	0	0	73	0	0	0
AXA Wealth Services Limited	AXA	39	0	0	0	0	34	5
Bank of Ireland (UK) Plc	Bank of Ireland	362	140	52	7	157	2	4
Bank of Scotland Plc	Lloyds	27883	2281	1062	201	24134	86	119
Banque PSA Finance	No Group	70	43	0	3	24	0	0
Barclays Bank Plc	Barclays	26955	3643	503	231	22316	138	124
Barclays Stockbrokers Limited	Barclays	54	0	0	0	0	53	1
BISL Limited	No Group	72	0	0	72	0	0	0
Black Horse Limited	Lloyds	1484	135	0	7	1342	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
Bradford & Bingley Plc	UK Asset Resolution	584	2	49	19	483	7	24
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
BUPA Insurance Limited	BUPA	153	0	0	153	0	0	0

Canada Life Limited	Canada Life	62	0	1	9	0	3	49
Canada Square Operations Limited	Citibank	1644	16	0	1	1626	0	1
Capital One (Europe) plc	No Group	5303	249	0	2	5052	0	0
Card Protection Plan Ltd	No Group	178	3	0	175	0	0	0
Casheuronet UK LLC	No Group	44	44	0	0	0	0	0
Cheltenham & Gloucester plc	Lloyds	726	3	169	10	539	1	4
CIS General Insurance Limited	CO-OP	206	0	0	203	3	0	0
Citibank International plc	Citibank	50	20	2	2	20	3	3
CitiFinancial Europe Plc	Citibank	236	24	3	7	200	0	2
Close Brothers Limited	No Group	43	26	0	4	13	0	0
Close Motor Finance Limited	No Group	38	17	0	2	19	0	0
Clydesdale Bank Plc	National Australia Group	2666	470	115	29	2028	15	9
Clydesdale Financial Services Limited	Barclays	326	301	1	1	23	0	0
Connells Limited	Skipton Group	119	0	58	8	53	0	0
Countrywide Assured Plc	No Group	65	0	0	18	0	0	47
Countrywide Principal Services Limited	No Group	111	1	53	26	31	0	0
Covea Insurance plc	No Group	118	0	0	118	0	0	0
Coventry Building Society	No Group	106	1	9	2	94	0	0
Creation Consumer Finance Ltd	No Group	88	52	0	3	33	0	0
Creation Financial Services Limited	No Group	118	74	0	3	41	0	0
CT Capital PLC	No Group	96	4	1	1	89	0	1
Cumberland Building Society	No Group	51	5	2	2	34	0	8
DAS Legal Expenses Insurance Company Limited	No Group	99	0	0	99	0	0	0
Decidebloom Limited	No Group	37	8	0	4	25	0	0

Halifax Insurance Ireland Ltd	Lloyds	100	0	0	1	99	0	0
Halifax Share Dealing Limited	Lloyds	42	0	0	0	0	42	0
Hargreaves Lansdown Asset Management Limited	No Group	48	0	0	0	0	33	15
Hastings Insurance Services Ltd	No Group	135	0	0	135	0	0	0
Hitachi Capital (UK) Plc	No Group	71	61	0	0	10	0	0
Home Retail Group Card Services Limited	No Group	35	35	0	0	0	0	0
Home Retail Group Insurance Services Limited	No Group	389	0	0	1	388	0	0
Homecare Insurance Limited	No Group	56	0	0	56	0	0	0
Homeserve Membership Limited	No Group	107	0	0	107	0	0	0
HSBC Bank plc	HSBC	12429	1969	168	482	9682	92	36
ICICI Bank UK Plc	No Group	32	28	0	0	0	4	0
IGO4 Limited	No Group	46	0	0	46	0	0	0
Inter Partner Assistance SA	No Group	277	0	0	277	0	0	0
Interactive Investor Trading Limited	No Group	43	1	0	0	0	42	0
International Insurance Company of Hannover SE	No Group	50	0	0	50	0	0	0
ITC Compliance Limited	No Group	43	0	0	6	37	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
Legal & General Assurance Society Limited	Legal & General	309	0	0	113	0	21	175
Legal & General Insurance Limited	Legal & General	235	0	0	143	92	0	0
Legal & General Partnership	Legal & General	539	0	447	20	72	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
Tesco Personal Finance PLC	Tesco Personal Finance	1399	328	1	47	1023	0	0
Tesco Underwriting Limited	Ageas Insurance Limited	141	0	0	141	0	0	0
The Co-operative Bank Plc	CO-OP	1665	399	85	13	1129	29	10
The Funding Corporation Limited	No Group	41	5	0	0	36	0	0
The Governor and Company of the Bank of Ireland	Bank of Ireland	33	2	15	2	9	2	3
The Mortgage Business Plc	Lloyds	59	0	53	1	5	0	0
The Mortgage Works (UK) Plc	Nationwide	52	0	43	0	9	0	0
The National Farmers' Union Mutual Insurance Society Limited	National Farmers Union Mutual Society Limited	99	0	0	94	0	0	5
The Prudential Assurance Company Limited	Prudential PLC	401	0	3	38	9	21	330
The Royal Bank of Scotland Group Independent Financial Services Limited	Royal Bank Of Scotland	35	0	0	8	0	7	20
The Royal Bank of Scotland Plc	Royal Bank Of Scotland	6072	1183	161	67	4586	56	19
The Royal London Mutual Insurance Society Limited	Royal London Group	272	0	0	64	4	7	197
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
UK Insurance Limited	Direct Line	1316	0	0	1244	72	0	0
Ulster Bank Ltd	Royal Bank Of Scotland	302	179	7	1	107	8	0

Union Reiseversicherung AG	No Group	50	0	0	50	0	0	0
Unum Ltd	Unum Limited	57	0	0	57	0	0	0
Vanquis Bank Limited	No Group	393	393	0	0	0	0	0
Virgin Money plc	Virgin Money	65	22	38	0	0	4	1
Volkswagen Financial Services (UK) Limited	No Group	142	129	0	3	9	1	0
WDFC UK Limited	No Group	147	147	0	0	0	0	0
Welcome Financial Services Limited	No Group	808	109	1	61	637	0	0
Wesleyan Assurance Society	No Group	35	0	0	16	1	3	15
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
WorldPay (UK) Limited	No Group	57	57	0	0	0	0	0
Yorkshire Building Society	Yorkshire	823	67	89	12	632	9	14
Zenith Insurance plc	No Group	122	0	0	122	0	0	0
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.