















Windsor Life Assurance Company Limited	SWISS RE	78	0	2	6	0	1	69
Tesco Personal Finance PLC	Tesco Personal Finance	718	82	0	27	609	0	0
Bradford & Bingley Plc	UK Asset Resolution	175	0	35	5	103	7	25
Mortgage Express	UK Asset Resolution	61	0	56	0	5	0	0
Northern Rock (Asset Management) plc	UK Asset Resolution	529	31	212	4	276	0	6
Unum Ltd	Unum Limited	30	0	0	29	1	0	0
Welcome Financial Services Limited	Welcome	1846	289	5	4	1548	0	0
Yorkshire Building Society	Yorkshire	248	46	62	7	122	1	10
Openwork Limited	Zurich	57	3	23	5	10	9	7
Zurich Assurance Ltd	Zurich	193	1	2	23	5	29	133
Zurich Insurance PLC	Zurich	196	0	0	196	0	0	0

The table above shows the number of new cases received by the ombudsman service in the six-month period from 1 January to 30 June 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.