

## complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 1 January to 30 June 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
Abbey Life Assurance Company Limited	No Group	124	0	0	11	0	5	108
ACE European Group Limited	No Group	46	0	0	46	0	0	0
ACF Car Finance Limited	No Group	134	8	0	6	120	0	0
Acromas Insurance Company Limited	No Group	85	0	0	85	0	0	0
Admiral Insurance Company Limited	Admiral Group	36	0	0	36	0	0	0
Advantage Insurance Company Limited	No Group	77	0	0	77	0	0	0
Ageas Insurance Limited	Fortis Insurance Limited	250	0	0	249	1	0	0
AIB Group (UK) Plc	No Group	158	44	9	1	102	2	0
Allianz Insurance Plc	Allianz Insurance	191	0	0	169	22	0	0
American Express Services Europe Limited	No Group	146	82	0	2	62	0	0
Amtrust Europe Limited	No Group	39	0	0	38	1	0	0
Amtrust International Underwriters Ltd	No Group	83	0	0	78	5	0	0
Anglian Windows Ltd	No Group	65	2	2	1	60	0	0
Anthony Grant Clayton	No Group	44	44	0	0	0	0	0



Capital One (Europe) plc	Capital One	7160	407	0	1	6752	0	0
Capital One Homeowner Loans Limited	No Group	33	1	0	0	32	0	0
Central Trust Plc	Central Trust	683	8	1	3	669	0	2
Chartis Insurance UK Ltd	No Group	89	0	0	89	0	0	0
Cheltenham & Gloucester plc	Lloyds	344	4	201	7	130	0	2
Churchill Insurance Company Limited	Royal Bank Of Scotland	440	0	0	434	6	0	0
CIS General Insurance Limited	CO-OP	150	0	0	148	2	0	0
Citibank International plc	Citibank	53	37	1	0	13	1	1
CitiFinancial Europe Plc	Citibank	1007	237	0	2	767	0	1
Clydesdale Bank Plc	National Australia Group	2882	421	201	3	2241	5	11
Clydesdale Financial Services Limited	Barclays	719	679	0	0	40	0	0
Combined Insurance Company of America	No Group	36	0	0	36	0	0	0
Co-operative Insurance Society Limited	CO-OP	173	0	0	35	6	19	113
Countrywide Assured Plc	No Group	37	0	0	7	2	1	27
Creation Consumer Finance Ltd	No Group	68	45	0	0	23	0	0
Creation Financial Services Limited	No Group	88	28	0	0	60	0	0
DAS Legal Expenses Insurance Company Limited	No Group	100	0	0	100	0	0	0
Direct Auto Finance Insurance Services Ltd	No Group	70	0	0	1	69	0	0
Direct Line Insurance Plc	Royal Bank Of Scotland	643	0	0	616	27	0	0
Domestic & General Insurance Plc	Domestic & General Insurance PLC	45	0	0	45	0	0	0
Egg Banking Plc	Citibank	1082	232	0	0	850	0	0

Eisis Ltd	No Group	39	0	0	0	39	0	0
esure Insurance Limited	ESURE	102	0	0	102	0	0	0
EUI Limited	Admiral Group	147	0	0	147	0	0	0
Europ Assistance Holdings Limited	Europ Assistance	104	0	0	104	0	0	0
Everyday Loans Limited	No Group	178	4	0	1	172	0	1
First Response Finance Ltd	No Group	163	14	0	1	148	0	0
Firstplus Financial Group Plc	Barclays	1407	46	8	0	1353	0	0
Friends Life Company Limited	Friends Provident	69	0	0	14	0	11	44
Friends Life Services Limited	Friends Provident	106	0	2	12	1	18	73
Friends Provident Life and Pensions Limited	Friends Provident	87	0	1	17	0	2	67
GE Money Consumer Lending Limited	General Electric	106	43	4	0	59	0	0
GE Money Home Lending Limited	General Electric	164	30	42	0	92	0	0
Great Lakes Reinsurance (UK) Plc	No Group	122	0	0	121	1	0	0
Gresham Insurance Company Limited	AVIVA	31	0	0	31	0	0	0
Groupama Insurance Company Limited	Groupama	128	0	0	124	4	0	0
Halifax Insurance Ireland Ltd	Lloyds	123	0	0	1	122	0	0
Hastings Insurance Services Ltd	No Group	168	0	0	168	0	0	0
HFC Bank Limited	HSBC	2957	88	1	3	2865	0	0
Homecare Insurance Limited	No Group	76	0	0	76	0	0	0
HSBC Bank plc	HSBC	10072	992	100	85	8791	66	38
Inter Partner Assistance SA	No Group	689	0	0	689	0	0	0
J D Williams & Company Limited	No Group	59	33	0	1	25	0	0
Legal & General Assurance Society	Legal & General	210	0	0	47	11	21	131







Unum Ltd	Unum Limited	30	0	0	29	1	0	0
Vanquis Bank Limited	No Group	436	436	0	0	0	0	0
Welcome Financial Services Limited	Welcome	1846	289	5	4	1548	0	0
Wilmslow Financial Services Plc	No Group	209	0	0	0	209	0	0
Windsor Life Assurance Company Limited	SWISS RE	78	0	2	6	0	1	69
Yes Loans Ltd	No Group	76	76	0	0	0	0	0
Yorkshire Building Society	Yorkshire	248	46	62	7	122	1	10
Zenith Insurance plc	No Group	31	0	0	31	0	0	0
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.