

MBNA Europe Bank Limited	MBNA	87%	86%	*	*	89%	*	*
MMA Insurance Plc	No Group	53%	*	*	53%	*	*	*
Mondial Assistance Europe N.V.	No Group	35%	*	*	35%	*	*	*
Mortgage Express	UK Asset Resolution	24%	*	24%	*	*	*	*
N.I.Z Financial (UK) Ltd	No Group	98%	98%	*	*	*	*	*
National House-Building Council	No Group	58%	*	*	58%	*	*	*
National Savings and Investments	No Group	10%	10%	*	*	*	*	*
National Westminster Bank Plc	Royal Bank Of Scotland	38%	29%	17%	41%	54%	29%	*
Nationwide Building Society	Nationwide	14%	16%	29%	*	6%	40%	*
Northern Bank Limited	No Group	26%	*	*	*	*	*	*
Northern Rock (Asset Management) plc	UK Asset Resolution	33%	32%	34%	*	33%	*	*
Northern Rock plc	No Group	20%	22%	*	*	*	*	*
Norton Insurance Services Ltd	No Group	13%	*	*	*	*	*	*
Norwich and Peterborough Building Society	No Group	92%	*	*	*	*	100%	*
Ocean Finance and Mortgages Limited	No Group	51%	*	*	*	51%	*	*
Openwork Limited	Zurich	43%	*	*	*	*	*	*
PayPal Sarl & Cie, SCA	No Group	34%	34%	*	*	*	*	*
Pearl Assurance Limited	Phoenix Group	32%	*	*	*	*	*	34%
Phoenix Life Limited	Phoenix Group	35%	*	*	25%	*	31%	38%
Pinnacle Insurance Plc	Cardiff Pinnacle	35%	*	*	40%	29%	*	*
Positive Solutions (Financial Services) Limited	Aegon Group	63%	*	*	*	*	*	*

Yorkshire Building Society	Yorkshire	11%	11%	11%	*	4%	*	*
Zenith Insurance plc	No Group	56%	*	*	56%	*	*	*
Zurich Assurance Ltd	Zurich	35%	*	*	33%	*	*	33%
Zurich Insurance PLC	Zurich	36%	*	*	36%	*	*	*

The table above shows the percentage of cases the ombudsman service resolved in the six-month period from 1 January to 30 June 2011 - that resulted in a change in outcome in favour of the consumer (comparing the financial business's response to the consumer's complaint and the final outcome after our involvement).

* Where no figure is shown, either there were no cases - or there were fewer than 30 cases and the percentage would not be statistically meaningful.

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.