



Barclays Insurance (Dublin) Limited	Barclays	53	0	0	2	51	0	0
Clydesdale Financial Services Limited	Barclays	481	470	0	2	9	0	0
Firstplus Financial Group Plc	Barclays	215	44	10	0	161	0	0
BUPA Insurance Limited	BUPA	87	0	0	87	0	0	0
Canada Life Limited	Canada Life	67	0	1	17	0	2	47
Capital One (Europe) plc	Capital One	5375	317	0	1	5057	0	0
Pinnacle Insurance Plc	Cardiff Pinnacle	325	0	0	114	211	0	0
Welcome Financial Services Limited	CATTLES	445	275	12	1	156	1	0
CT Capital PLC	Central Trust	419	5	8	1	405	0	0
Citibank International plc	Citibank	58	37	0	0	19	1	1
CitiFinancial Europe Plc	Citibank	587	121	2	2	462	0	0
Egg Banking Plc	Citibank	927	173	4	1	749	0	0
CIS General Insurance Limited	CO-OP	235	0	0	234	0	0	1
Co-operative Insurance Society Limited	CO-OP	173	1	0	30	6	9	127
The Co-operative Bank Plc	CO-OP	566	229	49	12	237	29	10
esure Insurance Limited	ESURE	166	0	0	166	0	0	0
Europ Assistance Holdings Limited	Europ Assistance	82	0	0	82	0	0	0
Friends Life Company Limited	Friends Provident	62	0	0	15	1	6	40
Friends Life Limited	Friends Provident	139	0	3	26	2	6	102
Friends Life Services Limited	Friends Provident	140	0	1	18	3	20	98
Winterthur Life UK Limited	Friends Provident	79	0	1	7	1	0	70
GE Money Consumer Lending Limited	General Electric	94	48	7	0	39	0	0
GE Money Home Lending Limited	General Electric	152	32	51	1	68	0	0
Groupama Insurance Company	Groupama	160	0	0	152	8	0	0









Sun Life Assurance Company of Canada (U.K.) Limited	No Group	125	0	0	3	0	3	119
Swinton Group Ltd	No Group	105	0	0	102	0	0	3
The Carphone Warehouse Ltd	No Group	87	0	0	87	0	0	0
The Funding Corporation Limited	No Group	83	8	0	1	74	0	0
The Society of Lloyd's	No Group	247	0	0	188	59	0	0
UK Car Group Limited	No Group	196	21	0	5	170	0	0
UK General Insurance Limited	No Group	43	0	0	40	3	0	0
Vanquis Bank Limited	No Group	430	427	0	0	3	0	0
Yes Loans Ltd	No Group	57	57	0	0	0	0	0
Pearl Assurance Limited	Phoenix Group	138	0	0	11	0	8	119
Phoenix Life Limited	Phoenix Group	405	1	0	42	6	28	328
Nemo Personal Finance Limited	Principality	45	13	0	0	32	0	0
The Prudential Assurance Company Limited	Prudential PLC	358	0	5	36	14	24	279
Royal & Sun Alliance Insurance Plc	Royal & Sun Alliance	552	0	0	544	8	0	0
Churchill Insurance Company Limited	Royal Bank Of Scotland	107	0	0	107	0	0	0
Direct Line Insurance Plc	Royal Bank Of Scotland	141	0	0	141	0	0	0
National Westminster Bank Plc	Royal Bank Of Scotland	2737	1630	207	53	783	42	22
The Royal Bank of Scotland Plc	Royal Bank Of Scotland	1827	648	122	53	935	47	22
UK Insurance Limited	Royal Bank Of Scotland	1611	0	0	1554	57	0	0
Ulster Bank Ltd	Royal Bank Of Scotland	130	57	4	3	62	3	1
The Royal London Mutual Insurance Society Limited	Royal London Group	441	0	0	87	5	15	334
Sainsbury's Bank Plc	Sainsburys Bank	86	85	1	0	0	0	0
Santander Cards UK Limited	Santander UK	551	432	0	6	113	0	0

Santander Consumer (UK) Plc	Santander UK	212	140	0	0	72	0	0
Santander UK Plc	Santander UK	5439	3670	515	102	855	169	128
Sesame Limited	Sesame	140	1	37	11	12	18	61
Shop Direct Finance Company Limited	Shop Direct Group	507	258	0	1	248	0	0
Skipton Building Society	Skipton Group	84	9	17	1	53	4	0
St. James's Place Wealth Management Plc	St James Place	50	0	9	6	4	17	14
Standard Life Assurance Limited	Standard Life	150	0	0	14	2	10	124
ReAssure Limited	SWISS RE	129	0	2	24	0	2	101
Tesco Personal Finance PLC	Tesco Personal Finance	732	153	0	94	485	0	0
Bradford & Bingley Plc	UK Asset Resolution	260	5	45	11	156	9	34
Mortgage Express	UK Asset Resolution	86	0	82	0	4	0	0
Northern Rock (Asset Management) plc	UK Asset Resolution	557	44	330	3	165	0	15
Yorkshire Building Society	Yorkshire	456	77	99	8	243	15	14
Openwork Limited	Zurich	116	1	30	14	19	42	10
Zurich Assurance Ltd	Zurich	260	0	6	37	6	34	177
Zurich Insurance PLC	Zurich	195	0	0	194	0	0	1

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 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.