

## complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 1 July to 31 December 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	164	0	0	9	0	2	153
ACE European Group Limited	No Group	54	0	0	53	1	0	0
ACF Car Finance Limited	No Group	75	8	0	4	63	0	0
Acromas Insurance Company Limited	No Group	141	0	0	141	0	0	0
Admiral Insurance Company Limited	Admiral Group	158	0	0	158	0	0	0
Advantage Insurance Company Limited	No Group	56	0	0	56	0	0	0
Ageas Insurance Limited	Ageas Insurance Limited	359	0	0	354	5	0	0
AIB Group (UK) Plc	No Group	217	59	14	1	143	0	0
Allianz Insurance Plc	Allianz Insurance	298	0	0	241	57	0	0
American Express Services Europe Limited	No Group	190	92	0	2	96	0	0
American Life Insurance Company (USA)	No Group	47	0	0	23	1	1	22
Amtrust Europe Limited	No Group	42	0	0	42	0	0	0
Amtrust International Underwriters Ltd	No Group	94	0	0	89	5	0	0
Arnold Clark Automobiles Limited	No Group	101	7	0	2	92	0	0







Kensington Mortgage Company Limited	No Group	81	5	65	5	6	0	0
Legal & General Assurance Society Limited	Legal & General	308	0	0	79	0	45	184
Legal & General Insurance Limited	Legal & General	187	0	0	150	34	0	3
Legal & General Partnership Services Limited	Legal & General	114	0	43	18	53	0	0
Liverpool Victoria Friendly Society Limited	Liverpool Victoria Group	43	3	0	3	10	3	24
Liverpool Victoria Insurance Company Limited	Liverpool Victoria Group	235	0	0	232	3	0	0
Lloyds TSB Bank Plc	Lloyds	7467	2788	85	148	4257	75	114
Lloyds TSB General Insurance Limited	Lloyds	301	1	0	213	87	0	0
Lloyds TSB Insurance Services Limited	Lloyds	81	0	0	37	44	0	0
Loans.co.uk Ltd	MBNA	718	6	9	0	703	0	0
London General Insurance Company Limited	No Group	55	0	0	41	13	0	1
Mapfre Asistencia S A	No Group	122	0	0	121	1	0	0
Markerstudy Insurance Company Limited	No Group	51	0	0	51	0	0	0
Marks & Spencer Financial Services plc	HSBC	579	73	0	26	480	0	0
MBNA Europe Bank Limited	MBNA	9185	3795	0	13	5377	0	0
MMA Insurance Plc	No Group	74	0	0	74	0	0	0
Mondial Assistance Europe N.V.	No Group	70	0	0	70	0	0	0
Mortgage Express	UK Asset Resolution	86	0	82	0	4	0	0
National House-Building Council	No Group	53	0	0	53	0	0	0
National Savings and Investments	No Group	39	39	0	0	0	0	0





The National Farmers' Union Mutual Insurance Society Limited	National Farmers Union Mutual Society Limited	96	0	0	87	0	2	7
The Prudential Assurance Company Limited	Prudential PLC	358	0	5	36	14	24	279
The Royal Bank of Scotland Plc	Royal Bank Of Scotland	1827	648	122	53	935	47	22
The Royal London Mutual Insurance Society Limited	Royal London Group	441	0	0	87	5	15	334
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
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
Vanquis Bank Limited	No Group	430	427	0	0	3	0	0
Welcome Financial Services Limited	CATTLES	445	275	12	1	156	1	0
Winterthur Life UK Limited	Friends Provident	79	0	1	7	1	0	70
Yes Loans Ltd	No Group	57	57	0	0	0	0	0
Yorkshire Building Society	Yorkshire	456	77	99	8	243	15	14
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.