

complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 1 January to 30 June 2012

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	138	0	0	12	1	4	121
ACE European Group Limited	No Group	48	0	0	47	1	0	0
ACF Car Finance Limited	No Group	84	6	0	6	72	0	0
Acromas Insurance Company Limited	No Group	107	0	0	107	0	0	0
Admiral Insurance Company Limited	Admiral Group	219	0	0	219	0	0	0
Advantage Finance Ltd	No Group	52	4	0	3	45	0	0
Advantage Insurance Company Limited	No Group	72	0	0	72	0	0	0
Ageas Insurance Limited	Ageas Insurance Limited	358	0	0	356	2	0	0
AIB Group (UK) Plc	No Group	258	52	10	0	196	0	0
Allianz Insurance Plc	Allianz Insurance	406	0	0	192	214	0	0
American Express Services Europe Limited	No Group	242	78	0	2	162	0	0
American Life Insurance Company (USA)	No Group	32	0	0	22	0	0	10
Amtrust Europe Limited	No Group	34	0	0	32	2	0	0
Amtrust International Underwriters Ltd	No Group	33	0	0	24	9	0	0

Inter Partner Assistance SA	No Group	383	0	0	383	0	0	0
J D Williams & Company Limited	No Group	70	36	0	1	33	0	0
Kensington Mortgage Company Limited	No Group	97	4	77	1	15	0	0
Kwik-Fit Insurance Services Ltd	Ageas Insurance Limited	31	0	0	31	0	0	0
Leeds Building Society	No Group	181	5	15	5	156	0	0
Legal & General Assurance Society Limited	Legal & General	319	1	0	73	7	32	206
Legal & General Insurance Limited	Legal & General	157	0	0	107	50	0	0
Legal & General Partnership Services Limited	Legal & General	157	0	24	29	104	0	0
Liverpool Victoria Friendly Society Limited	Liverpool Victoria Group Limited	48	1	0	10	18	1	18
Liverpool Victoria Insurance Company Limited	Liverpool Victoria Group	210	0	0	210	0	0	0
Lloyds TSB Bank Plc	Lloyds	12235	2173	75	218	9493	164	112
Lloyds TSB General Insurance Limited	Lloyds	282	0	0	142	140	0	0
Lloyds TSB Insurance Services Limited	Lloyds	67	0	0	39	28	0	0
Loans.co.uk Ltd	MBNA	426	2	5	0	419	0	0
London General Insurance Company Limited	No Group	62	0	0	28	34	0	0
Mapfre Asistencia S A	No Group	112	0	0	112	0	0	0
Markerstudy Insurance Company Limited	No Group	47	0	0	47	0	0	0
Marks & Spencer Financial Services plc	HSBC	1010	62	0	8	939	1	0
MBNA Europe Bank Limited	MBNA	9187	2440	0	23	6724	0	0
Microcredit Limited	No Group	68	68	0	0	0	0	0

The Carphone Warehouse Ltd	No Group	62	0	0	62	0	0	0
The Co-operative Bank Plc	CO-OP	603	231	45	3	291	25	8
The Funding Corporation Limited	No Group	86	3	1	2	80	0	0
The Governor and Company of the Bank of Ireland	Bank of Ireland	76	22	25	3	24	0	2
The Mortgage Business Plc	Lloyds	45	0	41	1	3	0	0
The Mortgage Matters Partnership	No Group	36	0	9	0	27	0	0
The National Farmers' Union Mutual Insurance Society Limited	National Farmers Union Mutual Society Limited	106	0	0	99	1	0	6
The Prudential Assurance Company Limited	Prudential PLC	323	0	3	17	21	28	254
The Royal Bank of Scotland Plc	Royal Bank Of Scotland	3053	709	128	56	2091	47	22
The Royal London Mutual Insurance Society Limited	Royal London Group	312	2	0	62	11	17	220
The Society of Lloyd's	No Group	271	0	0	186	85	0	0
UK Car Group Limited	No Group	257	12	0	3	242	0	0
UK Insurance Limited	Royal Bank Of Scotland	1596	0	0	1541	54	0	1
Ulster Bank Ltd	Royal Bank Of Scotland	132	51	6	0	71	3	1
Vanquis Bank Limited	No Group	667	655	0	1	11	0	0
Volkswagen Financial Services (UK) Limited	No Group	51	38	0	0	13	0	0
Welcome Financial Services Limited	CATTLES	468	194	16	5	252	1	0
West Bromwich Building Society	West Bromwich Group	101	10	10	2	70	5	4
Yorkshire Building Society	Yorkshire	676	50	93	3	506	14	10
Zenith Insurance plc	No Group	48	0	0	48	0	0	0
Zurich Assurance Ltd	Zurich	250	0	6	56	10	26	152
Zurich Insurance PLC	Zurich	167	0	0	167	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 2012 - 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.