

Aviva Insurance Limited	AVIVA	832	0	0	435	388	0	9
Egg Banking Plc	Citibank	706	36	5	0	665	0	0
Northern Rock (Asset Management) plc	UK Asset Resolution	676	24	275	5	365	1	6
Yorkshire Building Society	Yorkshire	676	50	93	3	506	14	10
Vanquis Bank Limited	No Group	667	655	0	1	11	0	0
The Co-operative Bank Plc	CO-OP	603	231	45	3	291	25	8
AXA Insurance UK Plc	AXA	579	0	0	557	22	0	0
Shop Direct Finance Company Limited	Shop Direct Group	561	195	0	1	365	0	0
Cheltenham & Gloucester plc	Lloyds	499	12	145	11	328	0	3
Santander Cards UK Limited	Santander UK	475	252	0	6	217	0	0
Welcome Financial Services Limited	CATTLES	468	194	16	5	252	1	0
Aviva Life & Pensions UK Limited	AVIVA	456	0	10	71	8	45	322
Clydesdale Financial Services Limited	Barclays	456	440	0	2	14	0	0
Royal & Sun Alliance Insurance Plc	Royal & Sun Alliance	441	0	0	412	29	0	0
Progressive Credit Limited	No Group	433	137	0	1	295	0	0
Loans.co.uk Ltd	MBNA	426	2	5	0	419	0	0
CitiFinancial Europe Plc	Citibank	414	65	3	0	346	0	0
Allianz Insurance Plc	Allianz Insurance	406	0	0	192	214	0	0
Bradford & Bingley Plc	UK Asset Resolution	405	3	33	15	316	7	31
Inter Partner Assistance SA	No Group	383	0	0	383	0	0	0
Phoenix Life Limited	Phoenix Group	378	0	1	49	1	22	305
Ageas Insurance Limited	Ageas Insurance Limited	358	0	0	356	2	0	0
Bank of Ireland (UK) Plc	Bank of Ireland	332	149	26	9	139	8	1
The Prudential Assurance Company	Prudential PLC	323	0	3	17	21	28	254

Card Protection Plan Ltd	No Group	47	0	0	47	0	0	0
Markerstudy Insurance Company Limited	No Group	47	0	0	47	0	0	0
National Savings and Investments	No Group	47	47	0	0	0	0	0
St. James's Place Wealth Management Plc	St James Place	47	0	7	5	2	20	13
BDML Connect Limited	No Group	46	0	0	46	0	0	0
Domestic & General Insurance Plc	Domestic & General Insurance PLC	46	0	0	42	0	4	0
The Mortgage Business Plc	Lloyds	45	0	41	1	3	0	0
E Insurance Services Ltd	No Group	44	0	0	44	0	0	0
Personal Touch Financial Services Ltd	No Group	44	0	13	5	13	11	2
Friends Life Company Limited	Friends Provident	43	0	0	7	1	2	33
AXA PPP Healthcare Limited	AXA	42	0	0	42	0	0	0
Positive Solutions (Financial Services) Limited	Aegon Group	40	0	7	7	2	16	8
The Mortgage Matters Partnership	No Group	36	0	9	0	27	0	0
Amtrust Europe Limited	No Group	34	0	0	32	2	0	0
Citibank International plc	Citibank	34	18	0	0	15	1	0
DB UK Bank Limited	No Group	34	0	34	0	0	0	0
Amtrust International Underwriters Ltd	No Group	33	0	0	24	9	0	0
American Life Insurance Company (USA)	No Group	32	0	0	22	0	0	10
Provident Personal Credit Limited	No Group	32	32	0	0	0	0	0
Kwik-Fit Insurance Services Ltd	Ageas Insurance Limited	31	0	0	31	0	0	0
Paratus AMC Limited	No Group	31	0	23	1	7	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.