

complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 1 July to 31 December 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
Lloyds TSB Bank Plc	Lloyds	45727	2740	108	304	42195	206	174
Barclays Bank Plc	Barclays	44725	5548	467	270	37883	337	220
Bank of Scotland Plc	Lloyds	39375	3009	1087	416	34434	229	200
MBNA Limited	MBNA	16075	3754	0	33	12288	0	0
HSBC Bank plc	HSBC	12784	2039	258	638	9573	180	96
Capital One (Europe) plc	Capital One	10115	453	0	2	9660	0	0
Nationwide Building Society	Nationwide	9847	666	270	80	8668	115	48
Santander UK Plc	Santander UK	9432	4093	900	225	3858	190	166
National Westminster Bank Plc	Royal Bank Of Scotland	8679	3378	300	127	4733	100	41
The Royal Bank of Scotland Plc	Royal Bank Of Scotland	8446	1212	215	73	6750	147	49
Black Horse Limited	Lloyds	6133	241	0	4	5888	0	0
Clydesdale Bank Plc	National Australia Group	4669	368	85	35	4127	33	21
Tesco Personal Finance PLC	Tesco Personal Finance	2974	264	1	76	2632	1	0
HFC Bank Limited	HSBC	2342	90	0	8	2244	0	0
Yorkshire Building Society	Yorkshire	1730	70	67	17	1544	20	12
UK Insurance Limited	Royal Bank Of Scotland	1696	0	0	1627	68	0	1
Northern Rock (Asset Management)	UK Asset Resolution	1530	38	512	5	959	1	15

plc								
Marks & Spencer Financial Services plc	HSBC	1447	91	0	17	1339	0	0
The Co-operative Bank Plc	CO-OP	1403	344	92	19	877	49	22
Aviva Insurance Limited	AVIVA	1363	1	0	564	780	1	17
Vanquis Bank Limited	No Group	1295	1295	0	0	0	0	0
Allianz Insurance Plc	Allianz Insurance	1109	0	0	218	891	0	0
Santander Cards UK Limited	Santander UK	1064	518	0	6	540	0	0
Shop Direct Finance Company Limited	Shop Direct Group	971	352	0	4	615	0	0
Bradford & Bingley Plc	UK Asset Resolution	937	2	78	19	780	15	43
Canada Square Operations plc	Citibank	918	42	1	0	875	0	0
Cheltenham & Gloucester plc	Lloyds	757	27	190	15	513	2	10
AXA Insurance UK Plc	AXA	701	0	0	662	38	1	0
Progressive Credit Limited	No Group	675	151	0	3	521	0	0
Bank of Ireland (UK) Plc	Bank of Ireland	633	177	45	10	387	8	6
Aviva Life & Pensions UK Limited	AVIVA	616	0	33	91	0	49	443
Home Retail Group Insurance Services Limited	No Group	601	0	0	0	601	0	0
Royal & Sun Alliance Insurance Plc	Royal & Sun Alliance	595	0	0	545	47	0	3
Financial Insurance Company Limited	No Group	594	0	0	5	589	0	0
Loans.co.uk Ltd	MBNA	554	6	5	0	543	0	0
Pinnacle Insurance Plc	Cardiff Pinnacle	552	0	0	133	418	0	1
Ageas Insurance Limited	Ageas Insurance Limited	515	0	0	514	1	0	0
Phoenix Life Limited	Phoenix Group	484	1	3	63	9	23	385
The Prudential Assurance Company Limited	Prudential PLC	465	0	8	41	22	40	354

Admiral Insurance Company Limited	Admiral Group	315	0	0	315	0	0	0
Lloyds TSB General Insurance Limited	Lloyds	296	0	0	177	119	0	0
CIS General Insurance Limited	CO-OP	290	0	0	280	4	2	4
Legal & General Insurance Limited	Legal & General	276	0	0	125	151	0	0
Skipton Building Society	Skipton Group	273	19	17	6	225	2	4
GE Money Home Lending Limited	General Electric	270	19	83	1	167	0	0
Creation Financial Services Limited	No Group	266	109	0	1	155	0	1
Sesame Limited	Friends Provident	263	0	26	28	69	67	73
Santander Consumer (UK) Plc	Santander UK	257	130	0	1	125	0	1
Firstplus Financial Group Plc	Barclays	254	103	1	0	150	0	0
UK Car Group Limited	No Group	254	6	0	7	241	0	0
Newcastle Building Society	No Group	243	8	13	1	218	2	1
Sun Life Assurance Company of Canada (U.K.) Limited	No Group	242	1	0	11	2	7	221
ReAssure Limited	SWISS RE	233	0	1	51	1	7	173
Coventry Building Society	No Group	229	3	19	4	200	0	3
Friends Life Limited	Friends Provident	226	0	0	55	0	11	160
R. Raphael & Sons Plc	No Group	225	199	0	0	26	0	0
BUPA Insurance Limited	BUPA	211	0	0	211	0	0	0
West Bromwich Building Society	West Bromwich Group	211	15	18	6	161	8	3
Acromas Insurance Company Limited	No Group	209	0	0	209	0	0	0
Zurich Insurance PLC	Zurich	204	0	0	198	3	0	3
Standard Life Assurance Limited	Standard Life	200	0	0	18	2	8	172
British Gas Insurance Limited	No Group	199	0	0	199	0	0	0
Abbey Life Assurance Company	No Group	192	0	0	16	0	6	170

PTI Insurance Company Limited	No Group	72	0	0	72	0	0	0
Amtrust Europe Limited	No Group	70	0	0	68	2	0	0
Red Sands Insurance Company (Europe) Limited	No Group	69	0	0	69	0	0	0
Personal Touch Financial Services Ltd	No Group	68	1	22	9	33	1	2
Welcome Loans Limited	No Group	68	68	0	0	0	0	0
Lloyds TSB Insurance Services Limited	Lloyds	67	0	0	51	15	0	1
NEO Media Solutions Limited	No Group	67	67	0	0	0	0	0
Interactive Investor Trading Limited	No Group	65	1	0	0	0	62	2
Hitachi Capital (UK) Plc	No Group	63	51	0	0	12	0	0
Markerstudy Insurance Company Limited	No Group	61	0	0	61	0	0	0
The Carphone Warehouse Ltd	No Group	61	0	0	61	0	0	0
Blemain Finance Limited	No Group	60	55	5	0	0	0	0
Combined Insurance Company of America	No Group	60	0	0	59	0	0	1
Direct Auto Finance Insurance Services Ltd	No Group	60	0	0	6	54	0	0
AXA PPP Healthcare Limited	AXA	58	0	0	58	0	0	0
CIS Unit Managers Limited	CO-OP	58	0	0	0	1	57	0
Halifax General Insurance Services Limited	Lloyds	55	0	0	55	0	0	0
Homecare Insurance Limited	No Group	55	0	0	55	0	0	0
Homeserve Membership Limited	No Group	55	0	0	54	1	0	0
Friends Life Company Limited	Friends Provident	54	0	0	10	2	4	38
Home Retail Group Card Services Limited	No Group	54	54	0	0	0	0	0

Hastings Insurance Services Ltd	No Group	36	0	0	36	0	0	0
Skyfire Insurance Company Limited	No Group	33	0	0	33	0	0	0
Southern Rock Insurance Company Limited	No Group	33	0	0	33	0	0	0
Card Protection Plan Ltd	No Group	31	0	0	29	2	0	0
Nemo Personal Finance Limited	Principality	30	6	1	0	23	0	0

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 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.