



Yorkshire Building Society	Yorkshire	1710	50	71	8	1556	15	10
UK Insurance Limited	No Group	1550	0	0	1473	77	0	0
The Co-operative Bank Plc	CO-OP	1536	297	88	15	1089	34	13
Shop Direct Finance Company Limited	Shop Direct Group	1427	346	0	1	1080	0	0
Aviva Insurance Limited	AVIVA	1421	0	0	605	808	0	8
Marks & Spencer Financial Services plc	HSBC	1353	94	0	3	1251	5	0
Allianz Insurance Plc	Allianz Insurance	1279	0	0	231	1048	0	0
St Andrew's Insurance plc	Lloyds	1279	0	0	132	1147	0	0
Cheltenham & Gloucester plc	Lloyds	1274	9	158	16	1083	3	5
Santander Cards UK Limited	Santander UK	1141	311	0	8	821	0	1
Bradford & Bingley Plc	UK Asset Resolution	1121	7	49	31	989	11	34
Northern Bank Limited	No Group	1030	23	4	11	987	3	2
Bank of Ireland (UK) Plc	Bank of Ireland	909	177	250	5	461	14	2
Home Retail Group Insurance Services Limited	No Group	908	1	0	1	906	0	0
Financial Insurance Company Limited	No Group	751	0	0	3	748	0	0
Pinnacle Insurance Plc	Cardiff Pinnacle	702	0	0	127	575	0	0
AXA Insurance UK Plc	AXA	696	1	0	646	49	0	0
Welcome Financial Services Limited	CATTLES	693	155	3	12	522	1	0
Vanquis Bank Limited	No Group	654	652	0	2	0	0	0
Loans.co.uk Ltd	MBNA	560	1	0	0	559	0	0
Royal & Sun Alliance Insurance Plc	Royal & Sun Alliance	546	0	0	485	59	1	1
AIB Group (UK) Plc	No Group	505	44	18	6	432	3	2
American Express Services Europe	No Group	482	77	0	10	395	0	0

Limited								
Aviva Life & Pensions UK Limited	AVIVA	478	1	13	85	0	17	362
CitiFinancial Europe Plc	Citibank	475	39	2	7	426	0	1
Progressive Credit Limited	No Group	469	47	0	2	420	0	0
Legal & General Assurance Society Limited	Legal & General	453	0	1	184	16	33	219
Leeds Building Society	No Group	448	6	39	4	395	3	1
Phoenix Life Limited	Phoenix Group	443	1	6	61	1	10	364
Ageas Insurance Limited	Ageas Insurance Limited	435	0	0	434	1	0	0
Mapfre Asistencia, Compania Internacional De Seguros y Reaseguros, S.A.	No Group	413	0	0	413	0	0	0
The Prudential Assurance Company Limited	Prudential PLC	407	0	2	51	22	23	309
Ulster Bank Ltd	Royal Bank Of Scotland	396	125	11	4	252	3	1
The Society of Lloyd's	No Group	361	0	0	184	177	0	0
Everyday Loans Limited	No Group	357	4	0	1	352	0	0
Skipton Building Society	Skipton Group	353	7	18	1	326	0	1
Liverpool Victoria Insurance Company Limited	Liverpool Victoria Group	346	0	0	341	4	0	1
The Royal London Mutual Insurance Society Limited	Royal London Group	324	1	0	99	12	13	199
Arnold Clark Automobiles Limited	No Group	311	5	0	1	305	0	0
Inter Partner Assistance SA	No Group	311	0	0	311	0	0	0
CT Capital PLC	Central Trust	307	4	3	1	299	0	0
Zurich Assurance Ltd	Zurich	293	0	0	59	20	28	186
Sesame Limited	Friends Provident	292	0	31	38	86	51	86
Clydesdale Financial Services	Barclays	291	269	0	0	22	0	0

Limited								
Admiral Insurance Company Limited	Admiral Group	290	0	0	290	0	0	0
Legal & General Partnership Services Limited	Legal & General	285	0	52	31	202	0	0
Creation Financial Services Limited	No Group	282	107	1	2	172	0	0
GE Money Home Lending Limited	General Electric	282	21	56	2	203	0	0
Legal & General Insurance Limited	Legal & General	281	0	0	97	184	0	0
UK Car Group Limited	No Group	273	4	0	5	264	0	0
Acromas Insurance Company Limited	No Group	267	0	0	267	0	0	0
West Bromwich Building Society	West Bromwich Group	265	14	16	3	224	5	3
Newcastle Building Society	No Group	261	4	4	2	248	1	2
Firstplus Financial Group Plc	Barclays	260	77	12	0	171	0	0
Coventry Building Society	No Group	255	7	6	2	237	2	1
R. Raphael & Sons Plc	No Group	246	232	0	2	12	0	0
Express Gifts Ltd	No Group	244	16	0	0	228	0	0
BUPA Insurance Limited	BUPA	239	0	0	239	0	0	0
ReAssure Limited	SWISS RE	236	0	3	42	5	7	179
Friends Life Limited	Friends Provident	233	0	1	55	4	4	169
Lloyds TSB General Insurance Limited	Lloyds	233	0	0	112	121	0	0
CIS General Insurance Limited	CO-OP	231	0	0	225	2	2	2
Co-operative Insurance Society Limited	CO-OP	231	0	1	38	20	24	148
First Response Finance Ltd	No Group	230	10	0	0	220	0	0
Sun Life Assurance Company of Canada (U.K.) Limited	No Group	220	0	0	15	1	4	200
Santander Consumer (UK) Plc	Santander UK	211	123	0	1	87	0	0

British Gas Insurance Limited	No Group	207	0	0	207	0	0	0
Assurant General Insurance Limited	No Group	196	0	0	78	118	0	0
Zurich Insurance PLC	Zurich	196	0	0	194	1	0	1
Connells Limited	Skipton Group	192	0	29	5	157	0	1
Abbey Life Assurance Company Limited	No Group	181	0	0	15	0	5	161
Standard Life Assurance Limited	Standard Life	180	0	0	28	1	9	142
Friends Life Services Limited	Friends Provident	179	1	0	26	5	17	130
Cumberland Building Society	No Group	177	8	0	1	161	0	7
Aviva Life Services UK Limited	AVIVA	173	0	18	30	15	29	81
Scottish Widows plc	Lloyds	172	1	0	28	7	22	114
GE Money Consumer Lending Limited	General Electric	166	59	0	0	107	0	0
Principality Building Society	Principality	166	2	6	2	154	1	1
The Governor and Company of the Bank of Ireland	Bank of Ireland	158	11	109	1	34	0	3
Countrywide Principal Services Limited	No Group	155	0	43	36	74	0	2
esure Insurance Limited	ESURE	150	0	0	150	0	0	0
The Mortgage Matters Partnership	No Group	148	1	8	0	139	0	0
Groupama Insurance Company Limited	Ageas Insurance Limited	146	0	0	105	41	0	0
Tesco Underwriting Limited	Ageas Insurance Limited	146	0	0	146	0	0	0
Openwork Limited	Zurich	142	0	14	12	71	27	18
Ocean Finance and Mortgages Limited	No Group	141	1	1	0	139	0	0
Countrywide Assured Plc	No Group	134	0	0	28	18	0	88
Kensington Mortgage Company	No Group	133	12	69	0	52	0	0

Limited								
Swinton Group Ltd	No Group	126	0	0	122	3	0	1
BISL Limited	No Group	125	0	0	125	0	0	0
Creation Consumer Finance Ltd	No Group	125	48	0	2	75	0	0
J D Williams & Company Limited	No Group	124	34	0	0	90	0	0
National House-Building Council	No Group	123	0	0	123	0	0	0
ACF Car Finance Limited	No Group	121	6	0	5	110	0	0
Covea Insurance plc	No Group	110	0	0	110	0	0	0
Card Protection Plan Ltd	No Group	107	2	0	105	0	0	0
Saga Services Limited	No Group	106	0	0	106	0	0	0
Mortgage Express	UK Asset Resolution	105	1	94	1	8	0	1
FirstRand Bank Limited	No Group	103	62	0	2	39	0	0
DAS Legal Expenses Insurance Company Limited	No Group	102	0	0	102	0	0	0
National Savings and Investments	No Group	102	101	0	0	0	1	0
PayPal Sarl & Cie, SCA	No Group	102	102	0	0	0	0	0
The Funding Corporation Limited	No Group	100	6	0	0	94	0	0
Banque PSA Finance	No Group	99	38	0	0	61	0	0
Decidebloom Limited	No Group	99	11	0	9	79	0	0
Red Sands Insurance Company (Europe) Limited	No Group	99	0	0	98	1	0	0
St. James's Place Wealth Management Plc	St James Place	97	0	5	13	14	42	23
Volkswagen Financial Services (UK) Limited	No Group	96	65	0	0	31	0	0
Amtrust Europe Limited	No Group	94	0	0	93	1	0	0
Liverpool Victoria Friendly Society Limited	Liverpool Victoria Group	94	3	0	14	54	3	20









Lookers Motor Group Limited	No Group	32	0	0	3	29	0	0
Robins & Day Limited	No Group	32	1	0	3	28	0	0
BDML Connect Limited	No Group	30	0	0	30	0	0	0
QBE Insurance (Europe) Limited	No Group	30	0	0	30	0	0	0

The table above shows the number of new cases received by the ombudsman service in the six-month period from 1 Jan to 30 June 2013 - 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.