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|---|--------------------------|-----|-----|----|-----|-----|----|-----|
| Bank of Ireland (UK) Plc | Bank of Ireland | 362 | 140 | 52 | 7 | 157 | 2 | 4 |
| Mapfre Asistencia, Compania Internacional De Seguros y Reaseguros, S.A. | No Group | 343 | 0 | 0 | 341 | 2 | 0 | 0 |
| Northern Bank Limited | No Group | 335 | 36 | 7 | 3 | 286 | 1 | 2 |
| The Society of Lloyd's | No Group | 331 | 0 | 0 | 161 | 170 | 0 | 0 |
| Admiral Insurance Company Limited | Admiral Group | 330 | 0 | 0 | 330 | 0 | 0 | 0 |
| Clydesdale Financial Services Limited | Barclays | 326 | 301 | 1 | 1 | 23 | 0 | 0 |
| AIB Group (UK) Plc | No Group | 324 | 41 | 13 | 1 | 263 | 3 | 3 |
| Legal & General Assurance Society Limited | Legal & General | 309 | 0 | 0 | 113 | 0 | 21 | 175 |
| Ulster Bank Ltd | Royal Bank Of Scotland | 302 | 179 | 7 | 1 | 107 | 8 | 0 |
| American Express Services Europe Limited | No Group | 300 | 78 | 0 | 7 | 215 | 0 | 0 |
| Liverpool Victoria Insurance Company Limited | Liverpool Victoria Group | 298 | 0 | 0 | 297 | 0 | 0 | 1 |
| Aviva Life & Pensions UK Limited | AVIVA | 283 | 0 | 2 | 42 | 1 | 8 | 230 |
| Inter Partner Assistance SA | No Group | 277 | 0 | 0 | 277 | 0 | 0 | 0 |
| The Royal London Mutual Insurance Society Limited | Royal London Group | 272 | 0 | 0 | 64 | 4 | 7 | 197 |
| British Gas Insurance Limited | No Group | 245 | 0 | 0 | 245 | 0 | 0 | 0 |
| Zurich Assurance Ltd | Zurich | 237 | 0 | 1 | 41 | 17 | 20 | 158 |
| CitiFinancial Europe Plc | Citibank | 236 | 24 | 3 | 7 | 200 | 0 | 2 |
| Friends Life Limited | Friends Provident | 236 | 0 | 0 | 54 | 1 | 7 | 174 |
| Legal & General Insurance Limited | Legal & General | 235 | 0 | 0 | 143 | 92 | 0 | 0 |
| Acromas Insurance Company Limited | No Group | 218 | 0 | 0 | 218 | 0 | 0 | 0 |
| Swinton Group Ltd | No Group | 210 | 0 | 0 | 209 | 1 | 0 | 0 |

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| West Bromwich Mortgage Company Limited | West Bromwich Group | 142 | 0 | 140 | 0 | 2 | 0 | 0 |
| Tesco Underwriting Limited | Ageas Insurance Limited | 141 | 0 | 0 | 141 | 0 | 0 | 0 |
| Phoenix Life Assurance Limited | Phoenix Group | 137 | 0 | 0 | 24 | 1 | 3 | 109 |
| Hastings Insurance Services Ltd | No Group | 135 | 0 | 0 | 135 | 0 | 0 | 0 |
| Friends Life Services Limited | Friends Provident | 134 | 0 | 0 | 23 | 4 | 15 | 92 |
| Scottish Widows plc | Lloyds | 133 | 0 | 0 | 32 | 2 | 17 | 82 |
| Skipton Building Society | Skipton Group | 128 | 8 | 15 | 2 | 100 | 3 | 0 |
| Santander Consumer (UK) Plc | Santander UK | 123 | 89 | 0 | 1 | 33 | 0 | 0 |
| West Bromwich Building Society | West Bromwich Group | 123 | 8 | 42 | 1 | 62 | 4 | 6 |
| Zenith Insurance plc | No Group | 122 | 0 | 0 | 122 | 0 | 0 | 0 |
| Connells Limited | Skipton Group | 119 | 0 | 58 | 8 | 53 | 0 | 0 |
| Covea Insurance plc | No Group | 118 | 0 | 0 | 118 | 0 | 0 | 0 |
| Creation Financial Services Limited | No Group | 118 | 74 | 0 | 3 | 41 | 0 | 0 |
| J D Williams & Company Limited | No Group | 117 | 49 | 0 | 2 | 66 | 0 | 0 |
| Automobile Association Insurance Services Limited | No Group | 115 | 0 | 0 | 114 | 1 | 0 | 0 |
| Everyday Loans Limited | No Group | 112 | 6 | 0 | 1 | 105 | 0 | 0 |
| Countrywide Principal Services Limited | No Group | 111 | 1 | 53 | 26 | 31 | 0 | 0 |
| Homeserve Membership Limited | No Group | 107 | 0 | 0 | 107 | 0 | 0 | 0 |
| Newcastle Building Society | No Group | 107 | 4 | 6 | 0 | 92 | 1 | 4 |
| PayPal Sarl & Cie, SCA | No Group | 107 | 107 | 0 | 0 | 0 | 0 | 0 |
| Coventry Building Society | No Group | 106 | 1 | 9 | 2 | 94 | 0 | 0 |
| Great Lakes Reinsurance (UK) Plc | No Group | 101 | 0 | 0 | 101 | 0 | 0 | 0 |
| National Savings and Investments | No Group | 101 | 101 | 0 | 0 | 0 | 0 | 0 |
| Halifax Insurance Ireland Ltd | Lloyds | 100 | 0 | 0 | 1 | 99 | 0 | 0 |

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| DAS Legal Expenses Insurance Company Limited | No Group | 99 | 0 | 0 | 99 | 0 | 0 | 0 |
| The National Farmers' Union Mutual Insurance Society Limited | National Farmers Union Mutual Society Limited | 99 | 0 | 0 | 94 | 0 | 0 | 5 |
| CT Capital PLC | No Group | 96 | 4 | 1 | 1 | 89 | 0 | 1 |
| National House-Building Council | No Group | 94 | 0 | 0 | 94 | 0 | 0 | 0 |
| UK Car Group Limited | No Group | 94 | 0 | 0 | 5 | 89 | 0 | 0 |
| Kensington Mortgage Company Limited | No Group | 93 | 12 | 66 | 0 | 15 | 0 | 0 |
| Domestic & General Insurance Plc | Domestic & General | 92 | 0 | 0 | 92 | 0 | 0 | 0 |
| Assurant General Insurance Limited | No Group | 90 | 0 | 0 | 55 | 35 | 0 | 0 |
| Creation Consumer Finance Ltd | No Group | 88 | 52 | 0 | 3 | 33 | 0 | 0 |
| Red Sands Insurance Company (Europe) Limited | No Group | 85 | 0 | 0 | 85 | 0 | 0 | 0 |
| ACE European Group Limited | No Group | 83 | 0 | 0 | 80 | 0 | 0 | 3 |
| London General Insurance Company Limited | No Group | 83 | 0 | 0 | 60 | 23 | 0 | 0 |
| DFS Trading Limited | No Group | 82 | 1 | 0 | 0 | 81 | 0 | 0 |
| BMW Financial Services (GB) Limited | No Group | 78 | 67 | 0 | 3 | 8 | 0 | 0 |
| St. James's Place Wealth Management Plc | St James Place | 77 | 0 | 4 | 12 | 8 | 28 | 25 |
| Mortgage Express | UK Asset Resolution | 76 | 0 | 73 | 1 | 2 | 0 | 0 |
| AXA PPP Healthcare Limited | AXA | 73 | 0 | 0 | 73 | 0 | 0 | 0 |
| GE Money Consumer Lending Limited | No Group | 73 | 42 | 0 | 0 | 31 | 0 | 0 |
| Openwork Limited | Zurich | 73 | 1 | 19 | 12 | 21 | 13 | 7 |
| ACF Car Finance Limited | No Group | 72 | 4 | 0 | 3 | 65 | 0 | 0 |
| BISL Limited | No Group | 72 | 0 | 0 | 72 | 0 | 0 | 0 |

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| Home Retail Group Card Services Limited | No Group | 35 | 35 | 0 | 0 | 0 | 0 | 0 |
| PTI Insurance Company Limited | No Group | 35 | 0 | 0 | 35 | 0 | 0 | 0 |
| The Royal Bank of Scotland Group Independent Financial Services Limited | Royal Bank Of Scotland | 35 | 0 | 0 | 8 | 0 | 7 | 20 |
| Wesleyan Assurance Society | No Group | 35 | 0 | 0 | 16 | 1 | 3 | 15 |
| Experian Limited | No Group | 34 | 34 | 0 | 0 | 0 | 0 | 0 |
| NatWest Stockbrokers Ltd | Royal Bank Of Scotland | 34 | 0 | 0 | 0 | 0 | 34 | 0 |
| Ford Retail Limited | No Group | 33 | 0 | 0 | 0 | 33 | 0 | 0 |
| The Governor and Company of the Bank of Ireland | Bank of Ireland | 33 | 2 | 15 | 2 | 9 | 2 | 3 |
| Towergate Underwriting Group Limited | No Group | 33 | 0 | 0 | 30 | 3 | 0 | 0 |
| ICICI Bank UK Plc | No Group | 32 | 28 | 0 | 0 | 0 | 4 | 0 |
| Lloyds Bank Insurance Services Limited | Lloyds | 31 | 1 | 0 | 26 | 4 | 0 | 0 |
| Sabre Insurance Company Limited | No Group | 30 | 0 | 0 | 30 | 0 | 0 | 0 |
| Sterling Insurance Company Limited | No Group | 30 | 0 | 0 | 16 | 14 | 0 | 0 |

The table above shows the number of new cases received by the ombudsman service in the six-month period from 01 Jan to 30 Jun 2014 - 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.