

complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 01 July to 31 Dec 2014

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 Bank PLC	Lloyds	24245	3498	127	237	20145	133	105
Barclays Bank Plc	Barclays	21078	4203	590	217	15768	175	125
Bank of Scotland Plc	Lloyds	19706	2553	1004	210	15732	100	107
HSBC Bank plc	HSBC	11345	1904	179	486	8648	104	24
National Westminster Bank Plc	Royal Bank Of Scotland	7663	3960	287	99	3216	77	24
Capital One (Europe) plc	No Group	6498	203	1	5	6289	0	0
Santander UK Plc	Santander UK	6296	1851	572	140	3575	77	81
The Royal Bank of Scotland Plc	Royal Bank Of Scotland	5416	1448	157	64	3642	80	25
MBNA Limited	Bank of America Merrill Lynch Group	4416	333	0	101	3982	0	0
Nationwide Building Society	Nationwide	4117	675	288	52	3025	27	50
Financial Insurance Company Limited	No Group	3177	0	0	1	3176	0	0
Clydesdale Bank Plc	National Australia Group	2681	398	96	31	2131	16	9
Canada Square Operations Limited	Citibank	1675	5	1	0	1669	0	0
UK Insurance Limited	Direct Line	1367	0	0	1312	55	0	0
The Co-operative Bank Plc	No Group	1274	354	90	15	792	14	9
Aviva Insurance Limited	AVIVA	1269	0	0	496	770	0	3

Secure Trust Bank Plc	No Group	32	22	0	0	10	0	0
Aviva Health UK Limited	AVIVA	31	0	0	31	0	0	0
Nottingham Building Society	No Group	31	3	6	0	22	0	0
One Call Insurance Services Limited	No Group	31	0	0	31	0	0	0
Sterling Insurance Company Limited	No Group	31	0	0	22	9	0	0
UK Car Group Limited	No Group	31	1	0	0	30	0	0
Capital One Homeowner Loans Limited	No Group	30	0	0	0	30	0	0
Pendragon Finance and Insurance Services Limited	No Group	30	3	0	9	18	0	0
Towergate Underwriting Group 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 01 July to 31 Dec 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.