

Ageas Insurance Limited	No Group	505	0	0	493	12	0	0
AIB Group (UK) Plc	No Group	174	60	9	6	92	7	0
AIG Europe Limited	No Group	44	0	0	44	0	0	0
American Express Insurance Services Europe Limited	No Group	54	2	0	4	48	0	0
American Express Services Europe Limited	No Group	268	101	0	3	164	0	0
Amigo Loans Ltd	No Group	32	32	0	0	0	0	0
Amtrust Europe Limited	No Group	112	0	0	110	2	0	0
Amtrust International Underwriters Ltd	No Group	43	0	0	38	5	0	0
Arnold Clark Automobiles Limited	No Group	91	15	0	2	74	0	0
Arrow Global Limited	No Group	75	75	0	0	0	0	0
Assurant General Insurance Limited	No Group	103	0	0	82	21	0	0
Automobile Association Insurance Services Limited	No Group	128	0	0	127	1	0	0
Banque PSA Finance	No Group	67	58	0	0	9	0	0
Be Wiser Insurance Services Ltd	No Group	43	0	0	43	0	0	0
BISL Limited	No Group	83	0	0	83	0	0	0
Blemain Finance Limited	No Group	70	67	1	0	2	0	0
BMW Financial Services (GB) Limited	No Group	93	84	0	2	7	0	0
Brightside Insurance Services Limited	No Group	40	0	0	40	0	0	0
British Gas Insurance Limited	No Group	293	0	0	292	0	1	0
British Gas Services Limited	No Group	126	5	0	120	0	1	0
Cabot Financial (Europe) Limited	No Group	42	42	0	0	0	0	0
Caledonian Consumer Finance Ltd	No Group	52	52	0	0	0	0	0

Capital One (Europe) plc	No Group	6661	228	0	4	6429	0	0
Capital One Homeowner Loans Limited	No Group	46	0	0	0	46	0	0
Capquest Debt Recovery Limited	No Group	41	41	0	0	0	0	0
Casheuronet UK LLC	No Group	115	115	0	0	0	0	0
Caversham Finance Limited	No Group	41	36	0	4	0	1	0
Close Brothers Limited	No Group	72	53	0	9	10	0	0
Countrywide Assured Plc	No Group	80	0	0	25	0	1	54
Countrywide Principal Services Limited	No Group	73	1	34	22	16	0	0
Covea Insurance plc	No Group	116	0	0	116	0	0	0
Coventry Building Society	No Group	107	6	15	0	85	1	0
Creation Consumer Finance Ltd	No Group	182	158	0	3	21	0	0
Creation Financial Services Limited	No Group	63	43	0	2	18	0	0
Credit Suisse International	No Group	93	7	0	0	0	86	0
CT Capital PLC	No Group	46	0	1	0	45	0	0
Cumberland Building Society	No Group	40	1	1	0	35	0	3
DAS Legal Expenses Insurance Company Limited	No Group	86	0	0	86	0	0	0
DFS Trading Limited	No Group	58	3	0	1	54	0	0
DSG Retail Limited	No Group	57	4	0	52	0	1	0
Elite Insurance Company Limited	No Group	81	0	0	81	0	0	0
Equifax Limited	No Group	37	37	0	0	0	0	0
Erudio Student Loans Limited	No Group	144	144	0	0	0	0	0
Europäische Reiseversicherung AG	No Group	59	0	0	59	0	0	0
Everyday Loans Limited	No Group	78	3	0	4	71	0	0
Experian Limited	No Group	75	75	0	0	0	0	0

Virgin Money plc	Virgin Money	132	60	65	1	2	3	1
West Bromwich Building Society	West Bromwich Group	110	10	22	3	64	9	2
Accord Mortgages Limited	Yorkshire	45	0	45	0	0	0	0
Yorkshire Building Society	Yorkshire	962	65	154	19	596	120	8
Openwork Limited	Zurich	111	1	28	17	9	22	34
Zurich Assurance Ltd	Zurich	220	0	7	60	4	19	130
Zurich Insurance PLC	Zurich	161	0	0	158	3	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 2015 - 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.