

complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 01 Jan to 30 Jun 2015

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
Bank of Scotland Plc	Lloyds	20288	3935	897	204	15002	152	98
Barclays Bank Plc	Barclays	20021	6736	597	215	12111	238	124
Lloyds Bank PLC	Lloyds	19818	5737	101	236	13319	290	135
HSBC Bank plc	HSBC	12792	3622	208	297	8474	139	52
National Westminster Bank Plc	Royal Bank Of Scotland	11549	8206	357	97	2745	120	24
Santander UK Plc	Santander UK	7161	2724	708	125	3318	183	103
Capital One (Europe) plc	No Group	6661	228	0	4	6429	0	0
The Royal Bank of Scotland Plc	Royal Bank Of Scotland	6509	2843	189	55	3303	106	13
MBNA Limited	Bank of America Merrill Lynch Group	6472	327	0	36	6109	0	0
Nationwide Building Society	Nationwide	4227	891	396	60	2809	42	29
Clydesdale Bank Plc	National Australia Group	3748	880	107	29	2696	28	8
Financial Insurance Company Limited	No Group	3640	0	0	3	3637	0	0
Canada Square Operations Limited	Citibank	2488	18	0	1	2469	0	0
UK Insurance Limited	Direct Line	1598	0	0	1536	62	0	0
Tesco Personal Finance PLC	Tesco Personal Finance	1283	436	10	59	778	0	0
Allianz Insurance Plc	Allianz Insurance	1279	0	0	352	927	0	0

CitiFinancial Europe Plc	Citibank	327	10	1	2	314	0	0
The Prudential Assurance Company Limited	Prudential PLC	326	0	8	24	11	20	263
Inter Partner Assistance SA	No Group	321	0	0	321	0	0	0
Phoenix Life Limited	Phoenix Group	302	0	2	38	0	14	248
Ulster Bank Ltd	Royal Bank Of Scotland	301	248	12	0	37	1	3
Liverpool Victoria Insurance Company Limited	Liverpool Victoria Group	300	0	0	300	0	0	0
British Gas Insurance Limited	No Group	293	0	0	292	0	1	0
Home Retail Group Insurance Services Limited	No Group	285	1	0	0	284	0	0
Legal & General Assurance Society Limited	Legal & General	278	0	0	103	0	20	155
Aviva Life & Pensions UK Limited	AVIVA	274	0	0	41	1	10	222
American Express Services Europe Limited	No Group	268	101	0	3	164	0	0
Friends Life Limited	Friends Provident	251	0	0	65	1	13	172
St Andrew's Insurance plc	Lloyds	242	0	0	109	132	0	1
Legal & General Insurance Limited	Legal & General	230	0	0	192	38	0	0
The Royal London Mutual Insurance Society Limited	Royal London Group	221	0	0	61	2	6	152
Zurich Assurance Ltd	Zurich	220	0	7	60	4	19	130
Advantage Insurance Company Limited	No Group	218	0	0	218	0	0	0
esure Insurance Limited	ESURE	214	0	0	214	0	0	0
Aviva Life Services UK Limited	AVIVA	206	0	34	44	4	32	92
Sun Life Assurance Company of Canada (U.K.) Limited	No Group	206	0	0	19	0	9	178
Northern Bank Limited	No Group	204	61	3	1	134	2	3

Skyfire Insurance Company Limited	No Group	35	0	0	35	0	0	0
Towergate Underwriting Group Limited	No Group	35	0	0	35	0	0	0
Vitality Corporate Services Limited	Prudential PLC	34	0	0	29	0	0	5
Gregory Pennington Limited	No Group	33	22	0	0	11	0	0
Amigo Loans Ltd	No Group	32	32	0	0	0	0	0
Telefonica Insurance S.A.	No Group	32	0	0	32	0	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.