

Halifax Share Dealing Limited	LLOYDS	35	0	0	0	0	34	1
Lloyds Bank General Insurance Limited	LLOYDS	178	0	0	154	24	0	0
Lloyds Bank PLC	LLOYDS	18411	3257	70	157	14646	222	59
Scottish Widows Limited	LLOYDS	173	1	2	36	0	39	95
St Andrew's Insurance plc	LLOYDS	634	0	0	89	544	1	0
Nationwide Building Society	NATIONWIDE	3689	877	278	45	2458	29	2
The Mortgage Works (UK) Plc	NATIONWIDE	63	1	60	0	2	0	0
Abbey Life Assurance Company Limited	No Group	126	0	1	9	0	20	96
ACE European Group Limited	No Group	75	0	0	75	0	0	0
Acromas Insurance Company Limited	No Group	157	0	0	157	0	0	0
Active Securities Limited	No Group	64	64	0	0	0	0	0
Advantage Finance Ltd	No Group	39	32	0	4	3	0	0
Advantage Insurance Company Limited	No Group	317	0	0	317	0	0	0
AIB Group (UK) Plc	No Group	110	35	7	6	60	1	1
Airdrie Savings Bank	No Group	36	3	1	0	32	0	0
Allianz Insurance Plc	No Group	1420	0	0	373	1047	0	0
American Express Services Europe Limited	No Group	295	146	0	6	143	0	0
Amigo Loans Ltd	No Group	69	69	0	0	0	0	0
Amtrust Europe Limited	No Group	101	0	0	101	0	0	0
Amtrust International Underwriters DAC	No Group	55	0	0	53	2	0	0
APS Financial Limited	No Group	38	38	0	0	0	0	0
Arnold Clark Automobiles Limited	No Group	82	18	0	7	57	0	0

CitiFinancial Europe Plc	No Group	39	4	1	2	32	0	0
Close Brothers Limited	No Group	129	101	0	17	9	2	0
Clydesdale Bank Plc	No Group	1073	516	64	23	438	29	3
Countrywide Assured Plc	No Group	62	0	0	15	0	21	26
Countrywide Principal Services Limited	No Group	61	0	29	14	18	0	0
Covea Insurance plc	No Group	164	0	0	151	12	0	1
Coventry Building Society	No Group	94	14	16	6	58	0	0
Creation Consumer Finance Ltd	No Group	159	147	0	0	12	0	0
Creation Financial Services Limited	No Group	59	42	0	1	16	0	0
Cumberland Building Society	No Group	39	8	1	1	29	0	0
DAS Legal Expenses Insurance Company Limited	No Group	89	0	0	89	0	0	0
DFS Trading Limited	No Group	48	1	0	0	47	0	0
Domestic & General Insurance Plc	No Group	101	0	0	100	1	0	0
Domestic & General Services Limited	No Group	106	0	0	106	0	0	0
DSG Retail Limited	No Group	39	4	0	35	0	0	0
Elderbridge Limited	No Group	73	64	9	0	0	0	0
Elevate Credit International Limited	No Group	137	137	0	0	0	0	0
Elite Insurance Company Limited	No Group	49	0	0	49	0	0	0
Endsleigh Insurance Services Ltd	No Group	39	0	0	38	1	0	0
Equifax Limited	No Group	78	78	0	0	0	0	0
Equiniti Financial Services Limited	No Group	67	0	0	0	0	67	0
Erudio Student Loans Limited	No Group	82	82	0	0	0	0	0
esure Insurance Limited	No Group	231	0	0	231	0	0	0
Europäische Reiseversicherung AG	No Group	96	0	0	96	0	0	0

The National Farmers' Union Mutual Insurance Society Limited	No Group	77	0	0	72	0	2	3
The Society of Lloyd's	No Group	244	0	0	197	47	0	0
Towergate Underwriting Group Limited	No Group	49	0	0	49	0	0	0
TSB Bank plc	No Group	851	781	61	5	0	4	0
Uncle Buck Finance LLP	No Group	115	115	0	0	0	0	0
Union Reiseversicherung AG	No Group	171	0	0	171	0	0	0
Unum Ltd	No Group	66	0	0	66	0	0	0
Vanquis Bank Limited	No Group	352	352	0	0	0	0	0
Vitality Health Limited	No Group	55	0	0	55	0	0	0
Volkswagen Financial Services (UK) Limited	No Group	297	284	0	3	10	0	0
Wage Day Advance Limited	No Group	265	265	0	0	0	0	0
WDFC UK Limited	No Group	1151	1151	0	0	0	0	0
Welcome Financial Services Limited	No Group	288	45	1	1	241	0	0
West Bromwich Building Society	No Group	51	5	11	3	28	4	0
Western Union Payment Services Ireland Limited	No Group	39	39	0	0	0	0	0
WorldPay (UK) Limited	No Group	58	58	0	0	0	0	0
Zenith Insurance plc	No Group	173	0	0	173	0	0	0
Zurich Assurance Ltd	No Group	188	1	1	48	2	42	94
Zurich Insurance PLC	No Group	189	0	0	188	1	0	0
Openwork Limited	OPENWORK	70	0	24	11	7	10	18
Phoenix Life Assurance Limited	PHOENIX GROUP	97	0	0	14	1	19	63
Phoenix Life Limited	PHOENIX GROUP	310	0	5	36	2	86	181
The Prudential Assurance Company	PRUDENTIAL PLC	235	0	5	21	6	70	133

Limited								
The Royal London Mutual Insurance Society Limited	ROYAL LONDON GROUP	304	2	0	63	0	92	147
Royal & Sun Alliance Insurance Plc	RSA INSURANCE UK	696	0	0	695	1	0	0
Santander Cards UK Limited	SANTANDER UK	155	3	0	0	152	0	0
Santander Consumer (UK) Plc	SANTANDER UK	116	110	0	0	6	0	0
Santander UK Plc	SANTANDER UK	5204	2341	578	133	1850	288	14
Connells Limited	SKIPTON GROUP	85	0	60	6	19	0	0
Skipton Building Society	SKIPTON GROUP	104	19	26	3	53	3	0
St. James's Place Wealth Management Plc	ST JAMES PLACE	58	0	7	3	0	23	25
Standard Life Assurance Limited	STANDARD LIFE	121	0	0	11	2	45	63
Tesco Personal Finance PLC	TESCO PERSONAL FINANCE	1153	307	5	60	780	1	0
National Westminster Bank Plc	THE ROYAL BANK OF SCOTLAND GROUP	5571	3955	263	81	1163	97	12
The Royal Bank of Scotland Plc	THE ROYAL BANK OF SCOTLAND GROUP	3157	1574	157	47	1317	56	6
Ulster Bank Ltd	THE ROYAL BANK OF SCOTLAND GROUP	156	117	16	2	16	3	2
Bradford & Bingley Plc	UK ASSET RESOLUTION	352	0	35	19	281	9	8
Mortgage Express	UK ASSET RESOLUTION	108	1	104	0	3	0	0
NRAM plc	UK ASSET RESOLUTION	514	37	318	7	151	1	0
Virgin Money plc	VIRGIN MONEY	139	97	34	0	2	5	1
Yorkshire Building Society	YORKSHIRE	642	33	59	11	523	15	1

The table above shows the number of new cases received by the ombudsman service in the six-month period from 1 Jul to 31 Dec 2016 - 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.