

## complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 1 Jul to 31 Dec 2016

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	19555	2544	620	228	15973	163	27
Lloyds Bank PLC	LLOYDS	18411	3257	70	157	14646	222	59
Barclays Bank Plc	BARCLAYS (GS)	13379	5398	448	176	7044	265	48
HSBC Bank plc	HSBC (GS)	8848	2478	221	269	5637	195	48
Financial Insurance Company Limited	No Group	6741	0	0	5	6736	0	0
National Westminster Bank Plc	THE ROYAL BANK OF SCOTLAND GROUP	5571	3955	263	81	1163	97	12
Capital One (Europe) plc	No Group	5534	207	0	4	5322	0	1
Santander UK Plc	SANTANDER UK	5204	2341	578	133	1850	288	14
MBNA Limited	BANK OF AMERICA MERRILL LYNCH GROUP	4078	291	0	15	3772	0	0
Nationwide Building Society	NATIONWIDE	3689	877	278	45	2458	29	2
The Royal Bank of Scotland Plc	THE ROYAL BANK OF SCOTLAND GROUP	3157	1574	157	47	1317	56	6
Aviva Insurance Limited	AVIVA	1752	0	2	728	1018	2	2
Allianz Insurance Plc	No Group	1420	0	0	373	1047	0	0
Shop Direct Finance Company Limited	No Group	1318	529	0	3	785	1	0

UK Insurance Limited	DIRECT LINE GROUP	1242	0	0	1233	9	0	0
Casheuronet UK LLC	No Group	1187	1187	0	0	0	0	0
Tesco Personal Finance PLC	TESCO PERSONAL FINANCE	1153	307	5	60	780	1	0
WDFC UK Limited	No Group	1151	1151	0	0	0	0	0
Clydesdale Bank Plc	No Group	1073	516	64	23	438	29	3
Cheltenham & Gloucester plc	LLOYDS	1036	1	95	8	931	1	0
TSB Bank plc	No Group	851	781	61	5	0	4	0
The Co-operative Bank Plc	No Group	770	331	67	4	357	8	3
Canada Square Operations Limited	CITI - EMEA GROUP	743	5	2	11	724	1	0
Royal & Sun Alliance Insurance Plc	RSA INSURANCE UK	696	0	0	695	1	0	0
HFC Bank Limited	HSBC (GS)	662	5	1	2	654	0	0
Admiral Insurance Company Limited	ADMIRAL GROUP	648	1	0	647	0	0	0
Yorkshire Building Society	YORKSHIRE	642	33	59	11	523	15	1
Ageas Insurance Limited	AGEAS	641	0	0	641	0	0	0
St Andrew's Insurance plc	LLOYDS	634	0	0	89	544	1	0
MEM Consumer Finance Limited	No Group	587	587	0	0	0	0	0
Black Horse Limited	LLOYDS	586	282	2	2	300	0	0
Marks & Spencer Financial Services plc	HSBC (GS)	578	137	0	18	423	0	0
AXA Insurance UK Plc	AXA	569	0	0	561	8	0	0
NewDay Ltd	No Group	566	339	0	2	225	0	0
NRAM plc	UK ASSET RESOLUTION	514	37	318	7	151	1	0
Clydesdale Financial Services Limited	BARCLAYS (GS)	456	452	0	0	4	0	0
Bank of Ireland (UK) Plc	BANK OF IRELAND	442	282	60	1	92	5	2
Express Finance (Bromley) Limited	No Group	354	354	0	0	0	0	0

Bradford & Bingley Plc	UK ASSET RESOLUTION	352	0	35	19	281	9	8
Vanquis Bank Limited	No Group	352	352	0	0	0	0	0
Inter Partner Assistance SA	No Group	350	1	0	349	0	0	0
Lending Stream Llc	No Group	341	341	0	0	0	0	0
Pinnacle Insurance Plc	No Group	337	0	0	174	162	0	1
Instant Cash Loans Limited	No Group	321	321	0	0	0	0	0
Advantage Insurance Company Limited	No Group	317	0	0	317	0	0	0
Phoenix Life Limited	PHOENIX GROUP	310	0	5	36	2	86	181
The Royal London Mutual Insurance Society Limited	ROYAL LONDON GROUP	304	2	0	63	0	92	147
Volkswagen Financial Services (UK) Limited	No Group	297	284	0	3	10	0	0
American Express Services Europe Limited	No Group	295	146	0	6	143	0	0
Welcome Financial Services Limited	No Group	288	45	1	1	241	0	0
Legal and General Assurance Society Limited	LEGAL & GENERAL	287	0	0	102	0	119	66
Liverpool Victoria Insurance Company Limited	LIVERPOOL VICTORIA GROUP	287	0	0	287	0	0	0
Home Retail Group Insurance Services Limited	No Group	286	1	0	0	285	0	0
Legal & General Insurance Limited	LEGAL & GENERAL	274	0	0	244	30	0	0
Provident Personal Credit Limited	No Group	273	272	0	0	1	0	0
Mapfre Asistencia, Compania Internacional De Seguros y Reaseguros, S.A.	No Group	270	0	0	270	0	0	0
Wage Day Advance Limited	No Group	265	265	0	0	0	0	0
The Society of Lloyd's	No Group	244	0	0	197	47	0	0

















CitiFinancial Europe Plc	No Group	39	4	1	2	32	0	0
Cumberland Building Society	No Group	39	8	1	1	29	0	0
DSG Retail Limited	No Group	39	4	0	35	0	0	0
Endsleigh Insurance Services Ltd	No Group	39	0	0	38	1	0	0
Robinson Way Limited	No Group	39	39	0	0	0	0	0
TD Direct Investing (Europe) Limited	No Group	39	1	0	0	0	35	3
Western Union Payment Services Ireland Limited	No Group	39	39	0	0	0	0	0
APS Financial Limited	No Group	38	38	0	0	0	0	0
Great Lakes Reinsurance (UK) SE	No Group	38	0	0	38	0	0	0
RAC Motoring Services	No Group	37	0	0	37	0	0	0
Airdrie Savings Bank	No Group	36	3	1	0	32	0	0
PRA Group (UK) Limited	No Group	36	34	0	2	0	0	0
Principality Building Society	No Group	36	1	16	1	15	3	0
Halifax Share Dealing Limited	LLOYDS	35	0	0	0	0	34	1
Moneyplus Group Limited	No Group	35	35	0	0	0	0	0
Financial Administration Services Limited	No Group	34	0	0	0	0	28	6
Autonet Insurance Services Limited	No Group	33	0	0	33	0	0	0
International Insurance Company of Hannover SE	No Group	31	0	0	31	0	0	0
Skrill Limited	No Group	31	31	0	0	0	0	0

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.