	… in Q2 July – Sept 2016				… in Q1 April – June 2016				… so far this year April – Sept 2016				in the whole of 2015/16 April 2015 – March 2016			
	enquiries received	new cases	ombudsman	% of cases upheld	enquiries received	new cases	ombudsman	% of cases upheld	enquiries received	new cases	ombudsman	% of cases upheld	enquiries received	new cases	ombudsman	% of cases upheld
payment protection insurance	51,228	42,907	3,301	57%	53,045	43,569	7,402	57%	104,273	86,476	10,703	57%	241,098	186,994	13,561	66%
packaged bank accounts	7,586	5,317	436	16%	9,547	7,315	655	23%	17,133	12,632	1,091	20%	58,379	44,260	2,959	14%
current accounts	7,523	4,030	506	28%	7,344	3,789	504	25%	14,867	7,819	1,010	27%	29,189	13,939	2,400	31%
car and motorcycle insurance	7,356	2,858	449	28%	7,196	2,550	439	29%	14,552	5,408	888	28%	27,855	8,573	1,669	33%
house mortgages	3,567	2,554	513	27%	3,729	2,620	467	44%	7,296	5,174	980	36%	16,614	11,282	2,500	38%
credit card accounts	3,503	2,015	306	27%	3,496	2,131	317	27%	6,999	4,146	623	27%	14,653	7,792	1,603	30%
payday loans	3,412	2,692	694	53%	3,963	2,729	440	55%	7,375	5,421	1,134	54%	7,485	3,168	608	66%
overdrafts and loans	2,324	1,513	226	26%	2,372	1,496	297	26%	4,696	3,009	523	26%	10,520	6,173	1,510	31%
hire purchase	2,193	1,215	213	33%	2,205	1,103	186	30%	4,398	2,318	399	32%	7,111	3,029	650	40%
buildings insurance	1,882	1,136	269	34%	2,108	1,255	274	37%	3,990	2,391	543	35%	7,774	4,094	1,092	38%
travel insurance	1,370	750	159	33%	1,022	601	115	40%	2,392	1,351	274	36%	4,323	2,256	654	48%
“point of sale” loans	1,223	632	103	32%	1,114	550	91	32%	2,337	1,182	194	32%	3,944	2,058	450	42%
electronic money	945	265	32	31%	953	256	30	30%	1,898	521	62	30%	2,699	679	100	32%
personal pensions	922	532	92	26%	965	461	79	30%	1,887	993	171	28%	4,092	1,522	317	27%
debt collecting	810	268	30	28%	850	257	17	39%	1,660	525	47	32%	2,790	689	124	39%
catalogue shopping	766	331	48	44%	716	358	37	49%	1,482	689	85	47%	2,487	940	137	49%
mortgage endowments	724	403	59	14%	948	364	55	15%	1,672	767	114	14%	3,988	1,941	387	22%
warranties	697	311	38	36%	696	278	58	39%	1,393	589	96	37%	2,482	928	170	34%
term assurance	695	531	91	18%	752	610	95	18%	1,447	1,141	186	18%	3,521	2,499	471	24%
inter-bank transfers	686	390	51	24%	717	426	72	30%	1,403	816	123	27%	3,509	1,886	290	32%
whole-of-life policies	640	417	85	24%	596	379	84	26%	1,236	796	169	25%	2,505	1,476	351	19%
deposit and savings accounts	628	400	72	27%	649	417	84	32%	1,277	817	156	30%	3,164	1,800	436	35%
pet and livestock insurance	612	338	71	30%	549	335	66	28%	1,161	673	137	29%	2,034	1,090	270	24%
home emergency cover	564	422	109	44%	680	512	96	46%	1,244	934	205	45%	2,880	1,776	394	47%
debit and cash cards	558	305	62	30%	496	277	41	26%	1,054	582	103	28%	2,010	952	174	36%
contents insurance	541	350	75	27%	575	364	79	29%	1,116	714	154	28%	2,510	1,392	344	33%
mobile phone insurance	482	206	26	36%	376	159	18	38%	858	365	44	37%	1,506	587	79	46%
self-invested personal pensions (SIPPs)	435	321	95	50%	427	328	113	66%	862	649	208	58%	1,765	1,097	500	54%
portfolio management	433	311	105	48%	500	329	98	38%	933	640	203	43%	1,686	1,197	598	48%
investment ISAs	430	339	66	33%	381	292	56	36%	811	631	122	34%	1,683	1,283	269	37%
hiring / leasing / renting	419	209	24	31%	380	150	33	40%	799	359	57	35%	1,104	492	103	42%
secured loans	391	254	37	21%	432	292	47	28%	823	546	84	24%	1,892	1,137	215	29%
credit reference agency	378	123	25	35%	297	100	21	44%	675	223	46	39%	1,069	353	72	35%
private medical and dental insurance	369	245	76	36%	400	293	66	30%	769	538	142	33%	1,311	876	245	34%
commercial vehicle insurance	364	132	46	32%	353	157	26	33%	717	289	72	32%	1,723	611	135	35%
share dealings	360	198	37	28%	312	152	46	40%	672	350	83	34%	1,341	741	206	37%
roadside assistance	351	199	35	34%	315	173	35	39%	666	372	70	36%	1,446	808	133	42%
income protection	320	256	59	30%	364	274	67	26%	684	530	126	28%	1,496	1,012	278	29%
critical illness insurance	318	201	37	17%	280	216	36	20%	598	417	73	19%	1,141	752	204	21%
specialist insurance	313	150	16	43%	292	166	16	42%	605	316	32	43%	1,210	531	64	55%
legal expenses insurance	247	178	78	30%	264	174	63	22%	511	352	141	26%	1,103	704	308	29%
card protection insurance	239	150	5	22%	306	156	12	22%	545	306	17	22%	1,746	666	51	37%
cash ISA - Individual Savings Account	231	179	27	37%	329	208	24	35%	560	387	51	36%	1,237	767	151	40%
debt adjusting	230	174	73	22%	298	160	38	38%	528	334	111	27%	924	466	146	52%
merchant acquiring	219	108	22	38%	236	124	24	40%	455	232	46	39%	980	438	74	34%
cheques and drafts	189	127	11	41%	219	118	13	33%	408	245	24	37%	892	502	99	41%
direct debits and standing orders	183	116	25	31%	244	153	19	35%	427	269	44	33%	1,022	512	91	33%
credit broking	180	47	22	34%	170	42	24	33%	350	89	46	34%	2,339	576	221	60%
instalment loans	170	162	82	36%	175	185	50	35%	345	347	132	35%	437	259	51	48%
store cards	167	108	22	27%	228	112	10	37%	395	220	32	31%	902	465	77	43%
commercial property insurance	163	114	33	36%	160	124	41	38%	323	238	74	37%	868	606	200	37%
annuities	162	106	27	27%	144	128	32	13%	306	234	59	21%	992	766	186	20%
unit-linked investment bonds	153	134	35	37%	127	114	33	47%	280	248	68	42%	659	550	228	40%
occupational pension transfers and opt**outs	147	119	35	28%	135	116	34	28%	282	235	69	28%	698	453	144	40%
personal accident insurance	145	120	28	25%	184	191	43	22%	329	311	71	23%	1,046	723	114	33%
building warranties	143	121	36	33%	116	87	23	33%	259	208	59	33%	405	289	166	30%
money remittance	134	56	2	38%	-	-	-	-	134	56	2	38%	268	65	9	26%
debt counselling	124	105	62	9%	-	-	-	-	124	105	62	9%	421	209	41	25%
endowment savings plans	121	107	24	15%	142	105	26	16%	263	212	50	16%	589	432	97	23%
business protection insurance	107	51	17	31%	147	80	14	33%	254	131	31	32%	530	270	70	31%
“with-profits” bonds	104	79	8	25%	140	73	18	28%	244	152	26	27%	333	197	53	24%
guaranteed asset protection (“gap” insurance)	104	47	9	23%	113	58	5	31%	217	105	14	27%	420	205	21	24%
home credit	99	63	26	34%	103	66	22	31%	202	129	48	32%	400	238	50	38%
conditional sale	92	93	56	36%	73	107	51	40%	165	200	107	38%	621	554	184	43%
interest rate hedge	78	70	45	34%	84	88	42	36%	162	158	87	35%	526	424	135	43%
derivatives	74	53	29	19%	79	60	35	23%	153	113	64	21%	949	283	140	32%
spread betting	72	43	20	19%	55	36	27	25%	127	79	47	23%	394	210	65	18%
guarantor loans	65	51	6	22%	-	-	-	-	65	51	6	22%	137	64	8	20%
OEICs (open-ended investment companies)	48	44	8	34%	50	34	10	38%	98	78	18	36%	196	171	41	39%
income drawdowns	36	38	13	53%	44	47	17	35%	80	85	30	43%	247	161	73	41%
children's saving plans	-	-	-	-	-	-	-	-	-	-	-	-	66	50	11	28%
caravan insurance	-	-	-	-	-	-	-	-	-	-	-	-	234	99	36	34%
enterprise investment schemes	-	-	-	-	-	-	-	-	-	-	-	-	47	35	23	24%
EPP - executive pension plans	-	-	-	-	-	-	-	-	-	-	-	-	54	30	15	47%
executorships/trusteeships	-	-	-	-	-	-	-	-	-	-	-	-	50	40	11	37%
film partnerships	-	-	-	-	-	-	-	-	-	-	-	-	155	98	180	10%
foreign currency	-	-	-	-	-	-	-	-	-	-	-	-	200	90	16	29%
FSAVC - free standing additional voluntary contributions	-	-	-	-	-	-	-	-	-	-	-	-	253	148	54	54%
investment trusts	-	-	-	-	-	-	-	-	-	-	-	-	149	76	11	27%
logbook loans	-	-	-	-	-	-	-	-	-	-	-	-	129	60	14	38%
non-structrured periodically guaranteed fund	-	-	-	-	-	-	-	-	-	-	-	-	517	460	126	24%
pawnbroking	-	-	-	-	-	-	-	-	-	-	-	-	122	47	13	31%
pension mortgages	-	-	-	-	-	-	-	-	-	-	-	-	101	39	20	55%
PEP - personal equity plans	-	-	-	-	-	-	-	-	-	-	-	-	106	78	13	42%
premium bonds	-	-	-	-	-	-	-	-	-	-	-	-	166	74	9	37%
safe custody	-	-	-	-	-	-	-	-	-	-	-	-	108	75	20	51%
savings certificates/bonds	-	-	-	-	-	-	-	-	-	-	-	-	131	81	15	32%
SERPS - state earnings related pensions schemes	-	-	-	-	-	-	-	-	-	-	-	-	300	218	16	5%
SSAS - small self administered schemes	-	-	-	-	-	-	-	-	-	-	-	-	58	46	20	44%
structured deposits	-	-	-	-	-	-	-	-	-	-	-	-	120	40	18	33%
unit trusts	-	-	-	-	-	-	-	-	-	-	-	-	188	127	30	37%
sub total	112,544	78,989	9,660	45%	116,757	81,029	13,508	48%	229,301	160,018	23,168	47%	515,524	338901	40,687	51%
other products and services	26,911	545	123	32%	20,635	680	126	34%	47,546	1,225	249	33%	47,271	441	94	34%
total	139,455	79,534	9,783	45%	137,392	81,709	13,634	48%	276,847	161,243	23,417	47%	562,795	339342	40,781	51%

This table shows all financial products and services where we received (and settled) at least 30 cases. This is consistent with the approach we take on publishing complaints data relating to named individual businesses. Where financial products are shown with a (-), we received fewer than 30 cases during the relevant period.