

## complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 1 January to 30 June 2011

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
Lloyds TSB Bank Plc	Lloyds	19569	2392	46	72	16965	41	53
Barclays Bank Plc	Barclays	16864	3227	362	56	12862	257	100
Bank of Scotland plc	Lloyds	13021	2249	590	64	9945	94	79
MBNA Europe Bank Limited	MBNA	12500	3944	0	5	8551	0	0
HSBC Bank plc	HSBC	10072	992	100	85	8791	66	38
Capital One (Europe) plc	Capital One	7160	407	0	1	6752	0	0
Santander UK Plc	Santander UK	6434	4035	460	64	1659	124	92
The Royal Bank of Scotland Plc	Royal Bank Of Scotland	5863	488	83	36	5225	19	12
National Westminster Bank Plc	Royal Bank Of Scotland	5628	1181	121	32	4234	37	23
Black Horse Limited	Lloyds	3721	185	1	1	3533	1	0
HFC Bank Limited	HSBC	2957	88	1	3	2865	0	0
Clydesdale Bank Plc	National Australia Group	2882	421	201	3	2241	5	11
Nationwide Building Society	Nationwide	2309	487	158	24	1582	35	23
Welcome Financial Services Limited	Welcome	1846	289	5	4	1548	0	0
The Co-operative Bank Plc	CO-OP	1410	230	48	9	1100	18	5
Firstplus Financial Group Plc	Barclays	1407	46	8	0	1353	0	0
Egg Banking Plc	Citibank	1082	232	0	0	850	0	0







PayPal Sarl & Cie, SCA	No Group	106	105	0	0	1	0	0
British Credit Trust Holdings Ltd	No Group	104	6	0	3	95	0	0
Europ Assistance Holdings Limited	Europ Assistance	104	0	0	104	0	0	0
Pearl Assurance Limited	Phoenix Group	104	0	1	6	0	6	91
esure Insurance Limited	ESURE	102	0	0	102	0	0	0
DAS Legal Expenses Insurance Company Limited	No Group	100	0	0	100	0	0	0
Sainsbury's Bank Plc	Sainsburys Bank	97	96	0	1	0	0	0
Chartis Insurance UK Ltd	No Group	89	0	0	89	0	0	0
Creation Financial Services Limited	No Group	88	28	0	0	60	0	0
Friends Provident Life and Pensions Limited	Friends Provident	87	0	1	17	0	2	67
Acromas Insurance Company Limited	No Group	85	0	0	85	0	0	0
Amtrust International Underwriters Ltd	No Group	83	0	0	78	5	0	0
Legal & General Partnership Services Limited	Legal & General	81	0	31	5	44	0	1
MMA Insurance Plc	No Group	79	0	0	79	0	0	0
The National Farmers' Union Mutual Insurance Society Limited	National Farmers Union Mutual Society Limited	79	0	0	76	0	0	3
R. Raphael & Sons Plc	No Group	78	56	0	1	21	0	0
Windsor Life Assurance Company Limited	SWISS RE	78	0	2	6	0	1	69
Advantage Insurance Company Limited	No Group	77	0	0	77	0	0	0
Aviva Insurance Limited	AVIVA	76	0	0	62	14	0	0
Homecare Insurance Limited	No Group	76	0	0	76	0	0	0
Northern Bank Limited	No Group	76	14	1	0	59	0	2





Countrywide Assured Plc	No Group	37	0	0	7	2	1	27
Admiral Insurance Company Limited	Admiral Group	36	0	0	36	0	0	0
Combined Insurance Company of America	No Group	36	0	0	36	0	0	0
National Savings and Investments	No Group	36	36	0	0	0	0	0
Capital One Homeowner Loans Limited	No Group	33	1	0	0	32	0	0
Gresham Insurance Company Limited	AVIVA	31	0	0	31	0	0	0
Zenith Insurance plc	No Group	31	0	0	31	0	0	0
Unum Ltd	Unum Limited	30	0	0	29	1	0	0

The table above shows the number of new cases received by the ombudsman service in the six-month period from 1 January to 30 June 2011 - 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.