

DAS Legal Expenses Insurance Company Limited	No Group	37%	*	*	37%	*	*	*
DB UK Bank Limited	No Group	13%	*	13%	*	*	*	*
Decidebloom Limited	No Group	17%	*	*	*	*	*	*
Domestic & General Insurance Plc	Domestic & General Insurance PLC	43%	*	*	43%	*	*	*
E Insurance Services Ltd	No Group	82%	*	*	82%	*	*	*
Egg Banking Plc	Citibank	60%	36%	*	*	71%	*	*
esure Insurance Limited	ESURE	48%	*	*	48%	*	*	*
Everyday Loans Limited	No Group	24%	*	*	*	16%	*	*
Express Gifts Ltd	No Group	63%	*	*	*	*	*	*
First Response Finance Ltd	No Group	22%	*	*	*	20%	*	*
Firstplus Financial Group Plc	Barclays	47%	25%	*	*	74%	*	*
Friends Life Company Limited	Friends Provident	33%	*	*	*	*	*	30%
Friends Life Limited	Friends Provident	22%	*	*	*	*	*	25%
Friends Life Services Limited	Friends Provident	26%	*	*	*	*	*	22%
Friends Life WL Limited	Friends Provident	26%	*	*	*	*	*	27%
GE Money Consumer Lending Limited	General Electric	19%	21%	*	*	*	*	*
GE Money Home Lending Limited	General Electric	23%	*	27%	*	*	*	*
Great Lakes Reinsurance (UK) Plc	No Group	47%	*	*	47%	*	*	*
Groupama Insurance Company Limited	Groupama	41%	*	*	41%	*	*	*
Guardian Assurance Limited	No Group	18%	*	*	*	*	*	*
Halifax General Insurance Services	Lloyds	53%	*	*	52%	*	*	*

Santander UK Plc	Santander UK	49%	52%	31%	26%	63%	52%	33%
Scottish Equitable Plc	Aegon Group	24%	*	*	*	*	*	19%
Scottish Widows plc	Lloyds	14%	*	*	8%	*	*	15%
Sesame Limited	Friends Provident	31%	*	16%	*	*	*	45%
Shop Direct Finance Company Limited	Shop Direct Group	55%	57%	*	*	49%	*	*
Skipton Building Society	Skipton Group	8%	*	*	*	11%	*	*
Southern Pacific Mortgage Limited	No Group	54%	*	52%	*	*	*	*
St Andrew's Insurance plc	Lloyds	59%	*	*	61%	*	*	*
St. James's Place Wealth Management Plc	St James Place	27%	*	*	*	*	*	*
Standard Life Assurance Limited	Standard Life	18%	*	*	*	*	*	15%
Sun Life Assurance Company of Canada (U.K.) Limited	No Group	26%	*	*	*	*	*	27%
Swinton Group Ltd	No Group	26%	*	*	26%	*	*	*
Tesco Personal Finance PLC	Tesco Personal Finance	59%	54%	*	53%	65%	*	*
Tesco Underwriting Limited	Ageas Insurance Limited	42%	*	*	42%	*	*	*
The Carphone Warehouse Ltd	No Group	45%	*	*	45%	*	*	*
The Co-operative Bank Plc	CO-OP	36%	32%	19%	*	65%	*	*
The Funding Corporation Limited	No Group	49%	*	*	*	47%	*	*
The Governor and Company of the Bank of Ireland	Bank of Ireland	18%	*	*	*	*	*	*
The Mortgage Business Plc	Lloyds	18%	*	18%	*	*	*	*
The Mortgage Matters Partnership	No Group	9%	*	3%	*	*	*	*
The National Farmers' Union Mutual	National Farmers Union	44%	*	*	44%	*	*	*

Insurance Society Limited	Mutual Society Limited							
The Prudential Assurance Company Limited	Prudential PLC	16%	*	*	*	*	*	17%
The Royal Bank of Scotland Plc	Royal Bank Of Scotland	60%	43%	24%	23%	87%	*	*
The Royal London Mutual Insurance Society Limited	Royal London Group	18%	*	*	24%	*	*	17%
The Society of Lloyd's	No Group	49%	*	*	50%	*	*	*
UK Car Group Limited	No Group	26%	*	*	*	24%	*	*
UK Insurance Limited	Royal Bank Of Scotland	53%	*	*	54%	*	*	*
Ulster Bank Ltd	Royal Bank Of Scotland	51%	30%	*	*	87%	*	*
Vanquis Bank Limited	No Group	5%	5%	*	*	*	*	*
Volkswagen Financial Services (UK) Limited	No Group	47%	48%	*	*	*	*	*
Welcome Financial Services Limited	CATTLES	64%	37%	*	*	92%	*	*
West Bromwich Building Society	West Bromwich Group	17%	*	*	*	*	*	*
Yorkshire Building Society	Yorkshire	13%	23%	9%	*	7%	*	*
Zenith Insurance plc	No Group	53%	*	*	53%	*	*	*
Zurich Assurance Ltd	Zurich	31%	*	*	31%	*	26%	33%
Zurich Insurance PLC	Zurich	46%	*	*	45%	*	*	*

The table above shows the percentage of cases the ombudsman service resolved in the six-month period from 1 January to 30 June 2012 - that resulted in a change in outcome in favour of the consumer (comparing the financial business's response to the consumer's complaint and the final outcome after our involvement).

* Where no figure is shown, either there were no cases - or there were fewer than 30 cases and the percentage would not be statistically meaningful.

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.