

## complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 1 July to 31 December 2012

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
Abbey Life Assurance Company Limited	No Group	192	0	0	16	0	6	170
ACE European Group Limited	No Group	84	0	0	81	3	0	0
ACF Car Finance Limited	No Group	92	6	0	3	83	0	0
Acromas Insurance Company Limited	No Group	209	0	0	209	0	0	0
Admiral Insurance Company Limited	Admiral Group	315	0	0	315	0	0	0
Advantage Finance Ltd	No Group	75	4	0	6	65	0	0
Advantage Insurance Company Limited	No Group	87	0	0	87	0	0	0
Ageas Insurance Limited	Ageas Insurance Limited	515	0	0	514	1	0	0
AIB Group (UK) Plc	No Group	444	59	14	2	366	0	3
AIG Europe Limited	No Group	74	0	0	74	0	0	0
Allianz Global Assistance	No Group	48	0	0	48	0	0	0
Allianz Insurance Plc	Allianz Insurance	1109	0	0	218	891	0	0
American Express Services Europe Limited	No Group	373	87	0	2	284	0	0
Amtrust Europe Limited	No Group	70	0	0	68	2	0	0
Anglian Windows Ltd	No Group	111	4	2	0	105	0	0







Groupama Insurance Company Limited	Ageas Insurance Limited	176	0	0	132	44	0	0
Guardian Assurance Limited	No Group	90	0	0	11	3	1	75
Halifax General Insurance Services Limited	Lloyds	55	0	0	55	0	0	0
Halifax Insurance Ireland Ltd	Lloyds	421	0	0	4	416	0	1
Hastings Insurance Services Ltd	No Group	36	0	0	36	0	0	0
HFC Bank Limited	HSBC	2342	90	0	8	2244	0	0
Hitachi Capital (UK) Plc	No Group	63	51	0	0	12	0	0
Home Retail Group Card Services Limited	No Group	54	54	0	0	0	0	0
Home Retail Group Insurance Services Limited	No Group	601	0	0	0	601	0	0
Homecare Insurance Limited	No Group	55	0	0	55	0	0	0
Homeserve Membership Limited	No Group	55	0	0	54	1	0	0
HSBC Bank plc	HSBC	12784	2039	258	638	9573	180	96
IGO4 Limited	No Group	48	0	0	48	0	0	0
Inter Partner Assistance SA	No Group	412	0	0	412	0	0	0
Interactive Investor Trading Limited	No Group	65	1	0	0	0	62	2
J D Williams & Company Limited	No Group	111	45	0	1	65	0	0
Kensington Mortgage Company Limited	No Group	156	11	95	0	50	0	0
Kwik-Fit Insurance Services Ltd	Ageas Insurance Limited	44	0	0	43	1	0	0
Leeds Building Society	No Group	358	5	37	2	308	4	2
Legal & General Assurance Society Limited	Legal & General	425	0	0	136	5	45	239
Legal & General Insurance Limited	Legal & General	276	0	0	125	151	0	0
Legal & General Partnership	Legal & General	339	0	30	35	273	0	1











Welcome Loans Limited	No Group	68	68	0	0	0	0	0
West Bromwich Building Society	West Bromwich Group	211	15	18	6	161	8	3
Wonga.Com Limited	No Group	49	49	0	0	0	0	0
Yorkshire Building Society	Yorkshire	1730	70	67	17	1544	20	12
Zenith Insurance plc	No Group	76	0	0	76	0	0	0
Zurich Assurance Ltd	Zurich	349	0	0	74	27	40	208
Zurich Insurance PLC	Zurich	204	0	0	198	3	0	3

The table above shows the number of new cases received by the ombudsman service in the six-month period from 1 July to 31 December 2012 - 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.