





Bank of Ireland (UK) Plc	Bank of Ireland	362	140	52	7	157	2	4
Mapfre Asistencia, Compania Internacional De Seguros y Reaseguros, S.A.	No Group	343	0	0	341	2	0	0
Northern Bank Limited	No Group	335	36	7	3	286	1	2
The Society of Lloyd's	No Group	331	0	0	161	170	0	0
Admiral Insurance Company Limited	Admiral Group	330	0	0	330	0	0	0
Clydesdale Financial Services Limited	Barclays	326	301	1	1	23	0	0
AIB Group (UK) Plc	No Group	324	41	13	1	263	3	3
Legal & General Assurance Society Limited	Legal & General	309	0	0	113	0	21	175
Ulster Bank Ltd	Royal Bank Of Scotland	302	179	7	1	107	8	0
American Express Services Europe Limited	No Group	300	78	0	7	215	0	0
Liverpool Victoria Insurance Company Limited	Liverpool Victoria Group	298	0	0	297	0	0	1
Aviva Life & Pensions UK Limited	AVIVA	283	0	2	42	1	8	230
Inter Partner Assistance SA	No Group	277	0	0	277	0	0	0
The Royal London Mutual Insurance Society Limited	Royal London Group	272	0	0	64	4	7	197
British Gas Insurance Limited	No Group	245	0	0	245	0	0	0
Zurich Assurance Ltd	Zurich	237	0	1	41	17	20	158
CitiFinancial Europe Plc	Citibank	236	24	3	7	200	0	2
Friends Life Limited	Friends Provident	236	0	0	54	1	7	174
Legal & General Insurance Limited	Legal & General	235	0	0	143	92	0	0
Acromas Insurance Company Limited	No Group	218	0	0	218	0	0	0
Swinton Group Ltd	No Group	210	0	0	209	1	0	0



West Bromwich Mortgage Company Limited	West Bromwich Group	142	0	140	0	2	0	0
Tesco Underwriting Limited	Ageas Insurance Limited	141	0	0	141	0	0	0
Phoenix Life Assurance Limited	Phoenix Group	137	0	0	24	1	3	109
Hastings Insurance Services Ltd	No Group	135	0	0	135	0	0	0
Friends Life Services Limited	Friends Provident	134	0	0	23	4	15	92
Scottish Widows plc	Lloyds	133	0	0	32	2	17	82
Skipton Building Society	Skipton Group	128	8	15	2	100	3	0
Santander Consumer (UK) Plc	Santander UK	123	89	0	1	33	0	0
West Bromwich Building Society	West Bromwich Group	123	8	42	1	62	4	6
Zenith Insurance plc	No Group	122	0	0	122	0	0	0
Connells Limited	Skipton Group	119	0	58	8	53	0	0
Covea Insurance plc	No Group	118	0	0	118	0	0	0
Creation Financial Services Limited	No Group	118	74	0	3	41	0	0
J D Williams & Company Limited	No Group	117	49	0	2	66	0	0
Automobile Association Insurance Services Limited	No Group	115	0	0	114	1	0	0
Everyday Loans Limited	No Group	112	6	0	1	105	0	0
Countrywide Principal Services Limited	No Group	111	1	53	26	31	0	0
Homeserve Membership Limited	No Group	107	0	0	107	0	0	0
Newcastle Building Society	No Group	107	4	6	0	92	1	4
PayPal Sarl & Cie, SCA	No Group	107	107	0	0	0	0	0
Coventry Building Society	No Group	106	1	9	2	94	0	0
Great Lakes Reinsurance (UK) Plc	No Group	101	0	0	101	0	0	0
National Savings and Investments	No Group	101	101	0	0	0	0	0
Halifax Insurance Ireland Ltd	Lloyds	100	0	0	1	99	0	0

DAS Legal Expenses Insurance Company Limited	No Group	99	0	0	99	0	0	0
The National Farmers' Union Mutual Insurance Society Limited	National Farmers Union Mutual Society Limited	99	0	0	94	0	0	5
CT Capital PLC	No Group	96	4	1	1	89	0	1
National House-Building Council	No Group	94	0	0	94	0	0	0
UK Car Group Limited	No Group	94	0	0	5	89	0	0
Kensington Mortgage Company Limited	No Group	93	12	66	0	15	0	0
Domestic & General Insurance Plc	Domestic & General	92	0	0	92	0	0	0
Assurant General Insurance Limited	No Group	90	0	0	55	35	0	0
Creation Consumer Finance Ltd	No Group	88	52	0	3	33	0	0
Red Sands Insurance Company (Europe) Limited	No Group	85	0	0	85	0	0	0
ACE European Group Limited	No Group	83	0	0	80	0	0	3
London General Insurance Company Limited	No Group	83	0	0	60	23	0	0
DFS Trading Limited	No Group	82	1	0	0	81	0	0
BMW Financial Services (GB) Limited	No Group	78	67	0	3	8	0	0
St. James's Place Wealth Management Plc	St James Place	77	0	4	12	8	28	25
Mortgage Express	UK Asset Resolution	76	0	73	1	2	0	0
AXA PPP Healthcare Limited	AXA	73	0	0	73	0	0	0
GE Money Consumer Lending Limited	No Group	73	42	0	0	31	0	0
Openwork Limited	Zurich	73	1	19	12	21	13	7
ACF Car Finance Limited	No Group	72	4	0	3	65	0	0
BISL Limited	No Group	72	0	0	72	0	0	0









Home Retail Group Card Services Limited	No Group	35	35	0	0	0	0	0
PTI Insurance Company Limited	No Group	35	0	0	35	0	0	0
The Royal Bank of Scotland Group Independent Financial Services Limited	Royal Bank Of Scotland	35	0	0	8	0	7	20
Wesleyan Assurance Society	No Group	35	0	0	16	1	3	15
Experian Limited	No Group	34	34	0	0	0	0	0
NatWest Stockbrokers Ltd	Royal Bank Of Scotland	34	0	0	0	0	34	0
Ford Retail Limited	No Group	33	0	0	0	33	0	0
The Governor and Company of the Bank of Ireland	Bank of Ireland	33	2	15	2	9	2	3
Towergate Underwriting Group Limited	No Group	33	0	0	30	3	0	0
ICICI Bank UK Plc	No Group	32	28	0	0	0	4	0
Lloyds Bank Insurance Services Limited	Lloyds	31	1	0	26	4	0	0
Sabre Insurance Company Limited	No Group	30	0	0	30	0	0	0
Sterling Insurance Company Limited	No Group	30	0	0	16	14	0	0

The table above shows the number of new cases received by the ombudsman service in the six-month period from 01 Jan to 30 Jun 2014 - 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.