



Bank of Ireland (UK) Plc	Bank of Ireland	345	145	51	7	128	10	4
Barclays Bank Plc	Barclays	21078	4203	590	217	15768	175	125
Clydesdale Financial Services Limited	Barclays	309	289	0	0	20	0	0
Firstplus Financial Group Plc	Barclays	157	61	7	0	89	0	0
BUPA Insurance Limited	BUPA	132	0	0	132	0	0	0
Canada Life Limited	Canada Life	40	0	0	10	0	3	27
Pinnacle Insurance Plc	Cardiff Pinnacle	312	0	0	65	247	0	0
Canada Square Operations Limited	Citibank	1675	5	1	0	1669	0	0
CitiFinancial Europe Plc	Citibank	137	11	1	0	125	0	0
CIS General Insurance Limited	CO-OP	187	0	0	185	2	0	0
UK Insurance Limited	Direct Line	1367	0	0	1312	55	0	0
Domestic & General Insurance Plc	Domestic & General	51	0	0	50	1	0	0
esure Insurance Limited	ESURE	184	0	0	184	0	0	0
Friends Life Limited	Friends Provident	201	1	1	47	1	11	140
Friends Life Services Limited	Friends Provident	101	0	0	25	0	11	65
Sesame Limited	Friends Provident	142	1	14	26	29	27	45
HFC Bank Limited	HSBC	488	19	1	1	467	0	0
HSBC Bank plc	HSBC	11345	1904	179	486	8648	104	24
Marks & Spencer Financial Services plc	HSBC	710	59	0	26	625	0	0
Legal & General Assurance Society Limited	Legal & General	283	0	0	102	0	20	161
Legal & General Insurance Limited	Legal & General	193	0	0	154	39	0	0
Legal & General Partnership Services Limited	Legal & General	453	0	396	24	33	0	0
Liverpool Victoria Friendly Society	Liverpool Victoria Group	53	2	0	11	16	2	22

Limited								
Liverpool Victoria Insurance Company Limited	Liverpool Victoria Group	281	0	0	280	1	0	0
Bank of Scotland Plc	Lloyds	19706	2553	1004	210	15732	100	107
Black Horse Limited	Lloyds	832	106	0	0	726	0	0
Cheltenham & Gloucester plc	Lloyds	613	3	177	8	424	0	1
Halifax Insurance Ireland Ltd	Lloyds	94	0	0	0	94	0	0
Halifax Share Dealing Limited	Lloyds	32	0	0	0	0	32	0
Lloyds Bank General Insurance Limited	Lloyds	154	0	0	107	47	0	0
Lloyds Bank PLC	Lloyds	24245	3498	127	237	20145	133	105
Scottish Widows plc	Lloyds	146	1	0	36	0	8	101
St Andrew's Insurance plc	Lloyds	500	0	0	103	396	0	1
The Mortgage Business Plc	Lloyds	53	2	51	0	0	0	0
Clydesdale Bank Plc	National Australia Group	2681	398	96	31	2131	16	9
The National Farmers' Union Mutual Insurance Society Limited	National Farmers Union Mutual Society Limited	93	0	0	90	0	0	3
Nationwide Building Society	Nationwide	4117	675	288	52	3025	27	50
The Mortgage Works (UK) Plc	Nationwide	38	1	33	0	4	0	0
Abbey Life Assurance Company Limited	No Group	146	0	0	8	0	3	135
ACE European Group Limited	No Group	76	0	0	73	2	0	1
ACF Car Finance Limited	No Group	33	4	0	3	26	0	0
Acromas Insurance Company Limited	No Group	162	0	0	162	0	0	0
Advantage Insurance Company Limited	No Group	159	0	0	159	0	0	0
AIB Group (UK) Plc	No Group	220	47	5	2	165	1	0





Guardian Assurance Limited	No Group	44	0	0	7	0	0	37
Hargreaves Lansdown Asset Management Limited	No Group	58	0	0	0	0	50	8
Hastings Insurance Services Ltd	No Group	116	1	0	115	0	0	0
Hitachi Capital (UK) Plc	No Group	64	61	0	0	2	1	0
Home Retail Group Card Services Limited	No Group	64	38	0	1	25	0	0
Home Retail Group Insurance Services Limited	No Group	324	1	0	1	322	0	0
Homeserve Membership Limited	No Group	61	0	0	61	0	0	0
IGO4 Limited	No Group	62	0	0	62	0	0	0
Inter Partner Assistance SA	No Group	181	0	0	181	0	0	0
Interactive Investor Trading Limited	No Group	61	0	0	0	0	54	7
International Insurance Company of Hannover SE	No Group	53	0	0	53	0	0	0
ITC Compliance Limited	No Group	34	0	0	13	21	0	0
J D Williams & Company Limited	No Group	93	53	0	4	36	0	0
Kensington Mortgage Company Limited	No Group	66	4	47	1	14	0	0
Leeds Building Society	No Group	162	18	33	3	103	5	0
London General Insurance Company Limited	No Group	79	0	0	69	10	0	0
Mapfre Asistencia, Compania Internacional De Seguros y Reaseguros, S.A.	No Group	244	0	0	243	1	0	0
Markerstudy Insurance Company Limited	No Group	61	0	0	61	0	0	0
MEM Consumer Finance Limited	No Group	39	39	0	0	0	0	0
Mercedes-Benz Financial Services UK Limited	No Group	36	35	0	0	1	0	0









Bradford & Bingley Plc	UK Asset Resolution	456	0	30	22	387	2	15
Mortgage Express	UK Asset Resolution	71	1	69	0	1	0	0
NRAM plc	UK Asset Resolution	626	45	291	8	274	1	7
Unum Ltd	Unum Limited	51	0	0	51	0	0	0
Virgin Money plc	Virgin Money	96	27	60	1	0	7	1
West Bromwich Building Society	West Bromwich Group	98	3	21	2	64	4	4
Yorkshire Building Society	Yorkshire	978	76	128	12	652	105	5
Openwork Limited	Zurich	82	1	23	12	18	11	17
Zurich Assurance Ltd	Zurich	183	0	3	36	4	14	126
Zurich Insurance PLC	Zurich	165	0	0	162	2	0	1

The table above shows the number of new cases received by the ombudsman service in the six-month period from 01 July to 31 Dec 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.