

## complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 01 July to 31 Dec 2014

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	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
Admiral Insurance Company Limited	Admiral Group	276	0	0	276	0	0	0
Advantage Insurance Company Limited	No Group	159	0	0	159	0	0	0
Ageas Insurance Limited	Ageas	471	0	0	452	19	0	0
AIB Group (UK) Plc	No Group	220	47	5	2	165	1	0
AIG Europe Limited	No Group	38	0	0	34	3	1	0
Allianz Insurance Plc	Allianz Insurance	1008	0	0	271	736	1	0
American Express Insurance Services Europe Limited	No Group	74	0	0	5	69	0	0
American Express Services Europe Limited	No Group	258	61	0	7	190	0	0
Amtrust Europe Limited	No Group	78	0	0	76	2	0	0
Amtrust International Underwriters Ltd	No Group	37	0	0	30	7	0	0

Arnold Clark Automobiles Limited	No Group	121	11	0	2	108	0	0
Arrow Global Limited	No Group	49	49	0	0	0	0	0
Assurant General Insurance Limited	No Group	68	0	0	48	20	0	0
Automobile Association Insurance Services Limited	No Group	118	0	0	118	0	0	0
Aviva Health UK Limited	AVIVA	31	0	0	31	0	0	0
Aviva Insurance Limited	AVIVA	1269	0	0	496	770	0	3
Aviva Life & Pensions UK Limited	AVIVA	267	1	0	38	0	16	212
Aviva Life Services UK Limited	AVIVA	188	0	20	60	6	33	69
AXA Insurance UK Plc	AXA	503	0	0	491	12	0	0
AXA PPP Healthcare Limited	AXA	84	0	0	84	0	0	0
AXA Wealth Services Limited	AXA	55	0	0	1	0	48	6
Bank of Ireland (UK) Plc	Bank of Ireland	345	145	51	7	128	10	4
Bank of Scotland Plc	Lloyds	19706	2553	1004	210	15732	100	107
Banque PSA Finance	No Group	57	40	0	4	13	0	0
Barclays Bank Plc	Barclays	21078	4203	590	217	15768	175	125
BISL Limited	No Group	74	1	0	72	1	0	0
Black Horse Limited	Lloyds	832	106	0	0	726	0	0
Blemain Finance Limited	No Group	50	43	2	1	4	0	0
BMW Financial Services (GB) Limited	No Group	70	62	0	3	5	0	0
Bradford & Bingley Plc	UK Asset Resolution	456	0	30	22	387	2	15
British Gas Insurance Limited	No Group	114	0	0	114	0	0	0
British Gas Services Limited	No Group	43	4	0	39	0	0	0
BUPA Insurance Limited	BUPA	132	0	0	132	0	0	0
Cabot Financial (Europe) Limited	No Group	34	34	0	0	0	0	0





Hastings Insurance Services Ltd	No Group	116	1	0	115	0	0	0
HFC Bank Limited	HSBC	488	19	1	1	467	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
HSBC Bank plc	HSBC	11345	1904	179	486	8648	104	24
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
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 Limited	Liverpool Victoria Group	53	2	0	11	16	2	22
Liverpool Victoria Insurance Company Limited	Liverpool Victoria Group	281	0	0	280	1	0	0
Lloyds Bank General Insurance	Lloyds	154	0	0	107	47	0	0





Sabre Insurance Company Limited	No Group	37	0	0	37	0	0	0
Saga Services Limited	No Group	45	0	0	45	0	0	0
Sainsbury's Bank Plc	Sainsburys Bank	57	57	0	0	0	0	0
Santander Cards UK Limited	Santander UK	260	50	0	4	206	0	0
Santander Consumer (UK) Plc	Santander UK	114	78	0	0	36	0	0
Santander UK Plc	Santander UK	6296	1851	572	140	3575	77	81
Scottish Equitable Plc	Aegon Group	70	0	0	13	0	7	50
Scottish Widows plc	Lloyds	146	1	0	36	0	8	101
Secret Eye Limited	No Group	57	57	0	0	0	0	0
Secure Trust Bank Plc	No Group	32	22	0	0	10	0	0
Sesame Limited	Friends Provident	142	1	14	26	29	27	45
Shop Direct Finance Company Limited	No Group	1031	337	0	4	690	0	0
Skipton Building Society	Skipton Group	149	11	22	4	103	4	5
Southern Pacific Mortgage Limited	No Group	42	4	31	0	7	0	0
St Andrew's Insurance plc	Lloyds	500	0	0	103	396	0	1
St. James's Place Wealth Management Plc	St James Place	47	0	6	8	4	17	12
Standard Life Assurance Limited	Standard Life	112	0	0	17	2	6	87
Sterling Insurance Company Limited	No Group	31	0	0	22	9	0	0
Stonebridge International Insurance Ltd	Aegon Group	55	0	0	55	0	0	0
Sun Life Assurance Company of Canada (U.K.) Limited	No Group	182	0	1	13	0	11	157
Swinton Group Ltd	No Group	154	0	0	154	0	0	0
Sygma Banque	No Group	81	59	0	0	22	0	0
TD Direct Investing (Europe) Limited	No Group	36	0	0	0	0	35	1





Volkswagen Financial Services (UK) Limited	No Group	134	101	0	5	28	0	0
WDFC UK Limited	No Group	139	139	0	0	0	0	0
Welcome Financial Services Limited	No Group	526	75	2	3	446	0	0
West Bromwich Building Society	West Bromwich Group	98	3	21	2	64	4	4
WorldPay (UK) Limited	No Group	59	59	0	0	0	0	0
Yorkshire Building Society	Yorkshire	978	76	128	12	652	105	5
Zenith Insurance plc	No Group	118	0	0	118	0	0	0
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.