

complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 1 Jul to 31 Dec 2015

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
Admiral Insurance Company Limited	Admiral Group	359	0	0	359	0	0	0
Scottish Equitable Plc	Aegon Group	89	0	0	20	0	3	66
Stonebridge International Insurance Ltd	Aegon Group	152	0	0	149	2	0	1
Allianz Insurance Plc	Allianz Insurance	1123	0	0	343	780	0	0
Aviva Health UK Limited	AVIVA	48	0	0	48	0	0	0
Aviva Insurance Limited	AVIVA	917	0	0	472	442	0	3
Aviva Insurance Services UK Limited	AVIVA	44	0	0	42	0	0	2
Aviva Life & Pensions UK Limited	AVIVA	241	0	0	27	0	10	204
Aviva Life Services UK Limited	AVIVA	157	0	24	38	6	17	72
AXA Insurance UK Plc	AXA	441	0	0	429	12	0	0
AXA PPP Healthcare Limited	AXA	94	0	0	94	0	0	0
Loans.co.uk Ltd	Bank of America Merrill Lynch Group	88	2	1	0	85	0	0
MBNA Limited	Bank of America Merrill Lynch Group	6772	268	0	25	6479	0	0
Bank of Ireland (UK) Plc	Bank of Ireland	466	272	63	12	110	7	2
Barclays Bank Plc	Barclays	17781	7612	420	197	9296	183	73

Clydesdale Financial Services Limited	Barclays	459	443	0	0	16	0	0
Firstplus Financial Group Plc	Barclays	117	66	7	0	44	0	0
BUPA Insurance Limited	BUPA	118	0	0	118	0	0	0
Canada Life Limited	Canada Life	54	0	0	19	0	1	34
Pinnacle Insurance Plc	Cardiff Pinnacle	363	0	0	94	269	0	0
Canada Square Operations Limited	Citibank	2486	13	0	7	2466	0	0
Citibank International Limited	Citibank	46	42	0	0	2	2	0
CitiFinancial Europe Plc	Citibank	276	17	4	4	251	0	0
CIS General Insurance Limited	CO-OP	165	0	0	163	1	0	1
UK Insurance Limited	Direct Line Group	1312	0	0	1290	21	1	0
Domestic & General Insurance Plc	Domestic & General	55	0	0	55	0	0	0
esure Insurance Limited	ESURE	174	0	0	174	0	0	0
Friends Life Limited	Friends Provident	252	0	3	71	1	14	163
Friends Life Services Limited	Friends Provident	106	0	0	14	0	9	83
Sesame Limited	Friends Provident	116	0	10	24	20	18	44
HFC Bank Limited	HSBC	673	11	0	3	659	0	0
HSBC Bank plc	HSBC	10997	3364	190	230	7014	143	56
HSBC Life (UK) Limited	HSBC	32	1	0	17	5	0	9
John Lewis Financial Services Limited	HSBC	37	37	0	0	0	0	0
Marks & Spencer Financial Services plc	HSBC	613	76	0	13	523	1	0
Legal & General Insurance Limited	Legal & General	243	0	0	208	35	0	0
Legal & General Partnership Services Limited	Legal & General	434	0	408	12	14	0	0
Legal and General Assurance	Legal & General	233	0	0	91	0	17	125

International Insurance Company of Hannover SE	No Group	32	0	0	32	0	0	0
J D Williams & Company Limited	No Group	95	49	0	1	45	0	0
Kensington Mortgage Company Limited	No Group	41	4	31	0	6	0	0
Leeds Building Society	No Group	130	28	38	6	57	0	1
London General Insurance Company Limited	No Group	93	0	0	85	8	0	0
Lowell Financial Ltd	No Group	33	33	0	0	0	0	0
Lowell Portfolio I Ltd	No Group	39	39	0	0	0	0	0
Mapfre Asistencia, Compania Internacional De Seguros y Reaseguros, S.A.	No Group	113	0	0	113	0	0	0
Markerstudy Insurance Company Limited	No Group	82	0	0	82	0	0	0
MEM Consumer Finance Limited	No Group	47	47	0	0	0	0	0
Mercedes-Benz Financial Services UK Limited	No Group	80	79	0	1	0	0	0
Metro Bank PLC	No Group	53	51	1	0	0	0	1
MKDP LLP	No Group	46	46	0	0	0	0	0
National House-Building Council	No Group	138	0	0	138	0	0	0
National Savings and Investments	No Group	102	99	0	0	0	3	0
Newcastle Building Society	No Group	87	7	5	0	74	0	1
NewDay Ltd	No Group	358	221	0	0	137	0	0
Northern Bank Limited	No Group	215	54	6	3	142	7	3
Octagon Insurance Company Limited	No Group	55	0	0	55	0	0	0
One Call Insurance Services Limited	No Group	86	0	0	86	0	0	0
One Insurance Limited	No Group	39	0	0	39	0	0	0

Paratus AMC Limited	No Group	46	0	36	0	10	0	0
PayPal Sarl & Cie, SCA	No Group	128	128	0	0	0	0	0
PDL Finance Limited	No Group	59	59	0	0	0	0	0
Positive Solutions (Financial Services) Limited	No Group	37	0	5	2	2	13	15
Provident Personal Credit Limited	No Group	120	120	0	0	0	0	0
PSA Finance UK Limited	No Group	73	61	0	4	8	0	0
QBE Insurance (Europe) Limited	No Group	59	0	0	59	0	0	0
R. Raphael & Sons Plc	No Group	92	89	0	0	3	0	0
RAC Insurance Limited	No Group	103	0	0	103	0	0	0
RAC Motoring Services	No Group	73	0	0	73	0	0	0
RCI Financial Services Limited	No Group	75	69	0	0	6	0	0
Red Sands Insurance Company (Europe) Limited	No Group	95	0	0	94	1	0	0
Sabre Insurance Company Limited	No Group	41	0	0	41	0	0	0
Saga Services Limited	No Group	42	0	0	42	0	0	0
Secure Trust Bank Plc	No Group	78	54	0	1	23	0	0
Shawbrook Bank Limited	No Group	57	52	0	0	5	0	0
Shop Direct Finance Company Limited	No Group	647	263	0	1	383	0	0
Skyfire Insurance Company Limited	No Group	44	0	0	44	0	0	0
Solid Forsakringar AB	No Group	62	0	0	62	0	0	0
Southern Pacific Mortgage Limited	No Group	50	10	31	2	7	0	0
Sterling Insurance Company Limited	No Group	39	0	0	20	19	0	0
Sun Life Assurance Company of Canada (U.K.) Limited	No Group	158	0	0	9	0	7	142
Swift Advances Plc	No Group	36	31	5	0	0	0	0

Swinton Group Ltd	No Group	110	0	0	109	0	0	1
Sygma Banque	No Group	44	32	0	0	12	0	0
TD Direct Investing (Europe) Limited	No Group	30	0	0	0	0	30	0
Telefonica Insurance S.A.	No Group	51	0	0	51	0	0	0
Tesco Underwriting Limited	No Group	138	0	0	138	0	0	0
The Car Finance Company (2007) Ltd	No Group	121	121	0	0	0	0	0
The Co-operative Bank Plc	No Group	1091	481	72	8	517	8	5
The Society of Lloyd's	No Group	181	0	0	145	36	0	0
Towergate Underwriting Group Limited	No Group	51	0	0	51	0	0	0
TSB Bank plc	No Group	940	878	56	3	0	1	2
Uncle Buck Payday Loans LLP	No Group	40	40	0	0	0	0	0
Union Reiseversicherung AG	No Group	56	0	0	56	0	0	0
Unum Ltd	No Group	55	0	0	55	0	0	0
Vanquis Bank Limited	No Group	393	393	0	0	0	0	0
Vitality Corporate Services Limited	No Group	32	0	0	25	0	0	7
Vitality Health Limited	No Group	39	0	0	39	0	0	0
Volkswagen Financial Services (UK) Limited	No Group	181	166	0	3	11	1	0
Wage Day Advance Limited	No Group	59	59	0	0	0	0	0
WDFC UK Limited	No Group	269	269	0	0	0	0	0
Welcome Financial Services Limited	No Group	424	72	6	7	339	0	0
WorldPay (UK) Limited	No Group	78	77	0	1	0	0	0
Zenith Insurance plc	No Group	166	0	0	166	0	0	0
Phoenix Life Assurance Limited	Phoenix Group	135	0	2	17	1	5	110
Phoenix Life Limited	Phoenix Group	272	0	4	28	0	11	229

The Prudential Assurance Company Limited	Prudential PLC	304	0	2	20	7	13	262
ReAssure Limited	ReAssure Company Limited	142	0	2	36	1	3	100
National Westminster Bank Plc	Royal Bank Of Scotland	9330	6537	241	83	2327	127	15
The Royal Bank of Scotland Plc	Royal Bank Of Scotland	5628	2562	152	60	2768	78	8
Ulster Bank Ltd	Royal Bank Of Scotland	268	228	9	1	26	2	2
Royal London (CIS) Limited	Royal London Group	60	0	0	4	1	5	50
The Royal London Mutual Insurance Society Limited	Royal London Group	268	0	0	67	1	18	182
Royal & Sun Alliance Insurance Plc	RSA Insurance UK	455	1	0	432	22	0	0
Sainsbury's Bank Plc	Sainsburys Bank	91	90	0	1	0	0	0
Santander Cards UK Limited	Santander UK	155	7	0	1	147	0	0
Santander Consumer (UK) Plc	Santander UK	137	110	0	1	26	0	0
Santander UK Plc	Santander UK	5628	2199	512	133	2607	120	57
Connells Limited	Skipton Group	100	0	58	6	36	0	0
Skipton Building Society	Skipton Group	104	12	23	2	67	0	0
St. James's Place Wealth Management Plc	St James Place	61	0	4	7	0	24	26
Standard Life Assurance Limited	Standard Life	114	0	3	9	0	11	91
Tesco Personal Finance PLC	Tesco Personal Finance	1066	268	13	43	742	0	0
Bradford & Bingley Plc	UK Asset Resolution	474	2	57	11	382	4	18
Mortgage Express	UK Asset Resolution	90	0	88	0	2	0	0
NRAM plc	UK Asset Resolution	740	40	344	4	347	0	5
Virgin Money plc	Virgin Money	165	111	49	0	0	5	0
West Bromwich Building Society	West Bromwich Group	73	9	15	0	42	6	1
Accord Mortgages Limited	Yorkshire	34	0	34	0	0	0	0
Yorkshire Building Society	Yorkshire	800	44	91	8	625	23	9

Openwork Limited	Zurich	79	0	26	3	12	11	27
Zurich Assurance Ltd	Zurich	200	0	9	48	5	15	123
Zurich Insurance PLC	Zurich	144	0	0	142	1	1	0

The table above shows the number of new cases received by the ombudsman service in the six-month period from 1 Jul to 31 Dec 2015 - 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.