

## complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 01 Jan to 30 Jun 2016

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	145	0	0	5	0	4	136
ACE European Group Limited	No Group	57	0	0	57	0	0	0
Acromas Insurance Company Limited	No Group	177	0	0	177	0	0	0
Active Securities Limited	No Group	73	73	0	0	0	0	0
Admiral Insurance Company Limited	Admiral Group	484	0	0	484	0	0	0
Advantage Insurance Company Limited	No Group	204	0	0	204	0	0	0
Ageas Insurance Limited	No Group	593	0	0	593	0	0	0
AIB Group (UK) Plc	No Group	134	42	9	7	70	6	0
AIG Europe Limited	No Group	41	0	0	41	0	0	0
Allianz Insurance Plc	Allianz Insurance	1556	0	0	373	1183	0	0
American Express Insurance Services Europe Limited	No Group	31	2	0	3	26	0	0
American Express Services Europe Limited	No Group	292	142	0	4	146	0	0
Amigo Loans Ltd	No Group	53	52	0	0	1	0	0
Amtrust Europe Limited	No Group	120	0	0	120	0	0	0











MBNA Limited	Bank of America Merrill Lynch Group	5852	328	0	17	5507	0	0
MCE Insurance Company Limited	No Group	44	0	0	44	0	0	0
MEM Consumer Finance Limited	No Group	399	399	0	0	0	0	0
Mercedes-Benz Financial Services UK Limited	No Group	125	125	0	0	0	0	0
Metro Bank PLC	No Group	91	88	2	0	1	0	0
Mortgage Express	UK Asset Resolution	102	0	101	0	1	0	0
MYJAR Limited	No Group	58	58	0	0	0	0	0
National House-Building Council	No Group	104	0	0	104	0	0	0
National Savings and Investments	No Group	86	86	0	0	0	0	0
National Westminster Bank Plc	Royal Bank Of Scotland	8027	5723	280	101	1761	138	24
Nationwide Building Society	Nationwide	4300	979	433	50	2756	50	32
Newcastle Building Society	No Group	77	4	4	1	65	1	2
NewDay Ltd	No Group	423	247	0	2	174	0	0
Northern Bank Limited	No Group	184	52	10	3	117	0	2
Nottingham Building Society	No Group	35	5	4	2	24	0	0
NRAM plc	UK Asset Resolution	562	33	325	1	201	0	2
Octagon Insurance Company Limited	No Group	59	0	0	59	0	0	0
One Call Insurance Services Limited	No Group	124	0	0	124	0	0	0
One Insurance Limited	No Group	63	0	0	63	0	0	0
OneSavings Bank Plc	No Group	43	19	14	0	10	0	0
Openwork Limited	Zurich	80	0	15	12	19	12	22
PayPal Sarl & Cie, SCA	No Group	175	175	0	0	0	0	0
PDL Finance Limited	No Group	136	136	0	0	0	0	0
Pepper (UK) Limited	No Group	63	11	52	0	0	0	0









Yorkshire Building Society	Yorkshire	804	36	69	19	664	12	4
Zenith Insurance plc	No Group	169	0	0	169	0	0	0
Zurich Assurance Ltd	Zurich	190	0	1	49	4	15	121
Zurich Insurance PLC	Zurich	181	0	0	180	1	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 2016 - 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.