

AXA PPP Healthcare Limited	AXA	169	0	0	169	0	0	0
MBNA Limited	BANK OF AMERICA MERRILL LYNCH GROUP	4368	367	0	12	3989	0	0
Bank of Ireland (UK) Plc	BANK OF IRELAND	397	247	65	5	72	8	0
Barclays Bank Plc	BARCLAYS (GS)	15405	6192	482	210	8180	305	36
Clydesdale Financial Services Limited	BARCLAYS (GS)	800	784	1	5	10	0	0
Firstplus Financial Group Plc	BARCLAYS (GS)	67	6	31	0	30	0	0
BUPA Insurance Limited	BUPA	177	0	0	177	0	0	0
Canada Square Operations Limited	CITI - EMEA GROUP	741	13	2	5	721	0	0
UK Insurance Limited	DIRECT LINE GROUP	1455	2	0	1447	6	0	0
HFC Bank Limited	HSBC (GS)	753	4	2	2	745	0	0
HSBC Bank plc	HSBC (GS)	9044	3258	243	215	5181	120	27
John Lewis Financial Services Limited	HSBC (GS)	141	136	0	3	2	0	0
Marks & Spencer Financial Services plc	HSBC (GS)	687	153	0	13	519	2	0
Legal & General Insurance Limited	LEGAL & GENERAL	344	0	0	304	37	1	2
Legal & General Partnership Services Limited	LEGAL & GENERAL	113	0	40	9	61	0	3
Legal and General Assurance Society Limited	LEGAL & GENERAL	246	0	1	107	4	60	74
Liverpool Victoria Friendly Society Limited	LIVERPOOL VICTORIA GROUP	55	0	0	21	5	2	27
Liverpool Victoria Insurance Company Limited	LIVERPOOL VICTORIA GROUP	332	0	0	332	0	0	0
Bank of Scotland Plc	LLOYDS	20541	2446	602	217	17080	170	26
Black Horse Limited	LLOYDS	596	274	13	2	307	0	0
Cheltenham & Gloucester plc	LLOYDS	750	3	50	5	690	2	0

Western Union Payment Services Ireland Limited	No Group	39	39	0	0	0	0	0
Wirecard Card Solutions Limited	No Group	41	41	0	0	0	0	0
WorldPay (UK) Limited	No Group	104	104	0	0	0	0	0
Zenith Insurance plc	No Group	204	0	0	204	0	0	0
Zurich Assurance Ltd	No Group	169	1	0	37	3	32	96
Zurich Insurance PLC	No Group	149	0	0	149	0	0	0
Old Mutual Wealth Life Assurance Limited	OLD MUTUAL (SKANDIA)	41	0	0	10	0	11	20
Openwork Limited	OPENWORK	61	1	20	6	6	10	18
AXA Wealth Limited	PHOENIX GROUP	33	0	0	3	0	1	29
Phoenix Life Assurance Limited	PHOENIX GROUP	117	0	0	27	0	21	69
Phoenix Life Limited	PHOENIX GROUP	251	0	4	44	1	61	141
The Prudential Assurance Company Limited	PRUDENTIAL PLC	358	2	1	17	12	65	261
The Royal London Mutual Insurance Society Limited	ROYAL LONDON GROUP	272	1	0	77	3	56	135
Royal & Sun Alliance Insurance Plc	RSA INSURANCE UK	628	0	0	622	6	0	0
Santander Consumer (UK) Plc	SANTANDER UK	146	126	6	1	11	2	0
Santander UK Plc	SANTANDER UK	6271	2966	736	118	2220	213	18
Connells Limited	SKIPTON GROUP	82	0	47	7	27	1	0
Skipton Building Society	SKIPTON GROUP	87	5	19	1	59	3	0
St. James's Place Wealth Management Plc	ST JAMES PLACE	71	0	4	10	0	36	21
Standard Life Assurance Limited	STANDARD LIFE	121	0	1	8	1	37	74
Tesco Personal Finance PLC	TESCO PERSONAL FINANCE	1251	419	12	67	752	1	0
National Westminster Bank Plc	THE ROYAL BANK OF	5929	4261	347	110	1110	83	18

	SCOTLAND GROUP							
The Royal Bank of Scotland Plc	THE ROYAL BANK OF SCOTLAND GROUP	3326	1674	187	52	1361	43	9
Ulster Bank Ltd	THE ROYAL BANK OF SCOTLAND GROUP	149	119	11	1	13	2	3
Bradford & Bingley Plc	UK ASSET RESOLUTION	400	0	32	9	340	19	0
Mortgage Express	UK ASSET RESOLUTION	97	0	95	0	2	0	0
NRAM plc	UK ASSET RESOLUTION	428	21	222	2	179	3	1
Yorkshire Building Society	YORKSHIRE	605	48	53	8	487	7	2

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 2017 - 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.