

complaints data - showing individual financial businesses

new cases received by the Financial Ombudsman Service from 01 Jan to 30 Jun 2017

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	149	0	1	11	0	22	115
Acromas Insurance Company Limited	No Group	228	0	0	228	0	0	0
Active Securities Limited	No Group	83	83	0	0	0	0	0
Admiral Insurance Company Limited	ADMIRAL GROUP	602	0	0	602	0	0	0
Advanced Payment Solutions Limited	No Group	42	42	0	0	0	0	0
Advantage Finance Ltd	No Group	49	47	0	2	0	0	0
Advantage Insurance Company Limited	No Group	247	0	0	247	0	0	0
Ageas Insurance Limited	AGEAS	776	0	0	773	3	0	0
Ageas Retail Limited	AGEAS	38	0	0	38	0	0	0
AIB Group (UK) Plc	No Group	100	49	3	4	42	1	1
AIG Europe Limited	No Group	32	0	0	32	0	0	0
Ald Automotive Limited	No Group	39	38	0	1	0	0	0
Aldermore Bank Plc	No Group	40	15	24	0	0	1	0
Alliance Trust Savings Limited	No Group	49	2	0	0	0	29	18
Allianz Insurance Plc	No Group	1823	0	0	458	1365	0	0

American Express Services Europe Limited	No Group	544	200	0	8	336	0	0
Amigo Loans Ltd	No Group	74	74	0	0	0	0	0
Amtrust Europe Limited	No Group	156	1	0	155	0	0	0
Amtrust International Underwriters DAC	No Group	66	0	0	65	1	0	0
Arnold Clark Automobiles Limited	No Group	107	31	0	3	73	0	0
Arrow Global Limited	No Group	71	56	15	0	0	0	0
Assurant General Insurance Limited	No Group	261	2	0	247	12	0	0
Asurion Europe Limited	No Group	49	0	0	49	0	0	0
Automobile Association Insurance Services Limited	No Group	224	0	0	224	0	0	0
Autonet Insurance Services Limited	No Group	34	0	0	34	0	0	0
Aviva Health UK Limited	AVIVA	54	0	0	54	0	0	0
Aviva Insurance Limited	AVIVA	2300	0	0	1051	1242	4	3
Aviva Insurance Services UK Limited	AVIVA	88	0	0	83	0	4	1
Aviva Life & Pensions UK Limited	AVIVA	237	1	3	41	2	43	147
Aviva Life Services UK Limited	AVIVA	223	2	44	55	3	31	88
AXA Insurance UK Plc	AXA	637	0	0	623	14	0	0
AXA PPP Healthcare Limited	AXA	169	0	0	169	0	0	0
AXA Wealth Limited	PHOENIX GROUP	33	0	0	3	0	1	29
Bank of Ireland (UK) Plc	BANK OF IRELAND	397	247	65	5	72	8	0
Bank of Scotland Plc	LLOYDS	20541	2446	602	217	17080	170	26
Barclays Bank Plc	BARCLAYS (GS)	15405	6192	482	210	8180	305	36
Be Wiser Insurance Services Ltd	No Group	56	0	0	56	0	0	0
BISL Limited	No Group	152	0	0	152	0	0	0

Black Horse Limited	LLOYDS	596	274	13	2	307	0	0
Blemain Finance Limited	No Group	38	7	31	0	0	0	0
BMW Financial Services (GB) Limited	No Group	207	188	0	2	17	0	0
Bradford & Bingley Plc	UK ASSET RESOLUTION	400	0	32	9	340	19	0
Brightside Insurance Services Limited	No Group	38	0	0	38	0	0	0
British Gas Insurance Limited	No Group	326	0	0	326	0	0	0
British Gas Services Limited	No Group	215	4	0	210	0	1	0
BUPA Insurance Limited	BUPA	177	0	0	177	0	0	0
Cabot Financial (Europe) Limited	No Group	41	40	1	0	0	0	0
Calpe Insurance Company Limited	No Group	87	0	0	87	0	0	0
Canada Life Limited	No Group	55	0	0	20	0	9	26
Canada Square Operations Limited	CITI - EMEA GROUP	741	13	2	5	721	0	0
Capital One (Europe) plc	No Group	7402	281	0	5	7116	0	0
Card Protection Plan Ltd	No Group	38	0	0	38	0	0	0
Cash On Go Limited	No Group	66	66	0	0	0	0	0
Casheuronet UK LLC	No Group	1212	1212	0	0	0	0	0
Caversham Finance Limited	No Group	116	102	0	13	1	0	0
Cfo Lending Limited	No Group	37	37	0	0	0	0	0
Charter Court Financial Services Limited	No Group	35	17	18	0	0	0	0
Cheltenham & Gloucester plc	LLOYDS	750	3	50	5	690	2	0
CHUBB European Group Limited	No Group	54	0	0	54	0	0	0
CIGNA Europe Insurance Company SA-NV	No Group	33	0	0	31	2	0	0
Cigna Insurance Services (Europe)	No Group	59	0	0	58	1	0	0

Limited								
CIS General Insurance Limited	No Group	229	0	0	226	3	0	0
Close Brothers Limited	No Group	169	131	0	27	11	0	0
Clydesdale Bank Plc	No Group	1072	382	77	32	565	14	2
Clydesdale Financial Services Limited	BARCLAYS (GS)	800	784	1	5	10	0	0
Connells Limited	SKIPTON GROUP	82	0	47	7	27	1	0
Countrywide Assured Plc	No Group	65	0	0	19	0	15	31
Countrywide Principal Services Limited	No Group	76	0	23	27	24	0	2
Covea Insurance plc	No Group	191	0	0	184	7	0	0
Coventry Building Society	No Group	132	10	15	0	106	1	0
Creation Consumer Finance Ltd	No Group	270	251	0	1	18	0	0
Creation Financial Services Limited	No Group	116	90	0	0	26	0	0
CURO TRANSATLANTIC LIMITED	No Group	307	307	0	0	0	0	0
DAS Legal Expenses Insurance Company Limited	No Group	106	0	0	106	0	0	0
Domestic & General Insurance Plc	No Group	90	0	0	88	2	0	0
DSG Retail Limited	No Group	60	15	0	40	5	0	0
Elderbridge Limited	No Group	154	52	100	0	2	0	0
Eldon Insurance Services Ltd	No Group	76	0	0	76	0	0	0
Elevate Credit International Limited	No Group	279	279	0	0	0	0	0
Elite Insurance Company Limited	No Group	79	0	0	79	0	0	0
Endsleigh Insurance Services Ltd	No Group	38	0	0	38	0	0	0
Equifax Limited	No Group	87	86	0	1	0	0	0
Equiniti Financial Services Limited	No Group	53	0	0	0	0	52	1
Erudio Student Loans Limited	No Group	49	49	0	0	0	0	0

esure Insurance Limited	No Group	304	0	0	304	0	0	0
EUI Limited	ADMIRAL GROUP	61	0	0	61	0	0	0
Europa Group Limited	No Group	34	0	0	34	0	0	0
Europäische Reiseversicherung AG	No Group	110	0	0	110	0	0	0
Everyday Loans Limited	No Group	46	14	0	1	29	0	2
Experian Limited	No Group	202	200	0	1	0	1	0
Express Finance (Bromley) Limited	No Group	325	325	0	0	0	0	0
Express Gifts Ltd	No Group	182	159	0	1	22	0	0
FCA Automotive Services UK Ltd	No Group	63	58	0	1	4	0	0
FCE Bank Plc	No Group	96	95	0	1	0	0	0
Financial Insurance Company Limited	No Group	12044	0	0	5	12039	0	0
First Central Insurance Management Ltd	No Group	197	1	0	196	0	0	0
First Response Finance Ltd	No Group	44	35	0	0	9	0	0
Firstplus Financial Group Plc	BARCLAYS (GS)	67	6	31	0	30	0	0
FirstRand Bank Limited	No Group	262	244	0	6	12	0	0
Freemans Plc	No Group	49	15	0	0	34	0	0
Friends Life and Pensions Limited	AVIVA	45	0	0	8	0	5	32
Friends Life Limited	AVIVA	238	2	2	72	1	56	105
Friends Life Services Limited	AVIVA	116	1	1	17	0	25	72
GE Money Home Lending Limited	No Group	84	20	22	0	42	0	0
GMAC UK Plc	No Group	92	84	0	0	8	0	0
Grattan Plc	No Group	44	11	0	0	33	0	0
Halifax Share Dealing Limited	LLOYDS	41	0	0	0	0	38	3
Hargreaves Lansdown Asset Management Limited	No Group	50	0	0	0	0	30	20

MCE Insurance Company Limited	No Group	31	0	0	31	0	0	0
MEM Consumer Finance Limited	No Group	565	565	0	0	0	0	0
Mercedes-Benz Financial Services UK Limited	No Group	190	188	0	1	0	1	0
Metro Bank PLC	No Group	142	139	2	0	0	1	0
Moneybarn No. 1 Limited	No Group	94	94	0	0	0	0	0
Mortgage Express	UK ASSET RESOLUTION	97	0	95	0	2	0	0
MYJAR Limited	No Group	203	203	0	0	0	0	0
National House-Building Council	No Group	220	0	1	219	0	0	0
National Savings and Investments	No Group	79	79	0	0	0	0	0
National Westminster Bank Plc	THE ROYAL BANK OF SCOTLAND GROUP	5929	4261	347	110	1110	83	18
Nationwide Building Society	NATIONWIDE	4777	1014	299	44	3364	53	3
Newcastle Building Society	No Group	65	6	7	0	51	1	0
NewDay Ltd	No Group	693	497	0	3	193	0	0
Next Retail Limited	No Group	43	43	0	0	0	0	0
Northern Bank Limited	No Group	148	33	7	2	104	2	0
NRAM Limited	No Group	38	1	32	0	5	0	0
NRAM plc	UK ASSET RESOLUTION	428	21	222	2	179	3	1
Old Mutual Wealth Life Assurance Limited	OLD MUTUAL (SKANDIA)	41	0	0	10	0	11	20
One Call Insurance Services Limited	No Group	77	0	0	77	0	0	0
One Insurance Limited	No Group	50	0	0	50	0	0	0
OneSavings Bank Plc	No Group	33	8	18	0	2	5	0
Openwork Limited	OPENWORK	61	1	20	6	6	10	18
Paragon Finance Plc	No Group	83	59	23	0	1	0	0
Paymentsense Limited	No Group	57	57	0	0	0	0	0

PayPal Sarl & Cie, SCA	No Group	271	271	0	0	0	0	0
PDL Finance Limited	No Group	40	40	0	0	0	0	0
Pepper (UK) Limited	No Group	69	6	63	0	0	0	0
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
Pinnacle Insurance Plc	No Group	219	0	0	115	104	0	0
Principality Building Society	No Group	43	9	13	0	18	3	0
Provident Personal Credit Limited	No Group	266	265	0	0	1	0	0
PSA Finance UK Limited	No Group	273	244	0	8	21	0	0
Qudos Insurance A/S	No Group	38	0	0	38	0	0	0
R. Raphael & Sons Plc	No Group	108	101	0	1	6	0	0
RAC Insurance Limited	No Group	50	0	0	50	0	0	0
RAC Motoring Services	No Group	52	3	0	49	0	0	0
RCI Financial Services Limited	No Group	155	142	0	2	11	0	0
ReAssure Limited	No Group	140	1	2	38	1	29	69
Red Sands Insurance Company (Europe) Limited	No Group	174	0	0	174	0	0	0
Royal & Sun Alliance Insurance Plc	RSA INSURANCE UK	628	0	0	622	6	0	0
Sabre Insurance Company Limited	No Group	46	0	0	46	0	0	0
Saga Services Limited	No Group	117	0	0	117	0	0	0
Sainsbury's Bank Plc	No Group	113	110	2	1	0	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
Scottish Equitable Plc	AEGON GROUP	103	0	0	12	0	5	86
Scottish Widows Limited	LLOYDS	196	4	1	39	0	38	114
Secure Trust Bank Plc	No Group	125	114	0	2	9	0	0

The National Farmers' Union Mutual Insurance Society Limited	No Group	123	0	0	121	0	0	2
The Prudential Assurance Company Limited	PRUDENTIAL PLC	358	2	1	17	12	65	261
The Royal Bank of Scotland Plc	THE ROYAL BANK OF SCOTLAND GROUP	3326	1674	187	52	1361	43	9
The Royal London Mutual Insurance Society Limited	ROYAL LONDON GROUP	272	1	0	77	3	56	135
The Society of Lloyd's	No Group	286	0	0	273	13	0	0
Think Money Limited	No Group	41	41	0	0	0	0	0
Towergate Underwriting Group Limited	No Group	54	0	0	54	0	0	0
TSB Bank plc	No Group	1021	911	96	9	1	4	0
UK Insurance Limited	DIRECT LINE GROUP	1455	2	0	1447	6	0	0
Ulster Bank Ltd	THE ROYAL BANK OF SCOTLAND GROUP	149	119	11	1	13	2	3
Uncle Buck Finance LLP	No Group	114	114	0	0	0	0	0
Union Reiseversicherung AG	No Group	191	0	0	191	0	0	0
Unum Ltd	No Group	39	0	0	39	0	0	0
Vanquis Bank Limited	No Group	390	390	0	0	0	0	0
Virgin Money plc	No Group	146	103	34	0	1	8	0
Vitality Health Limited	No Group	97	1	0	95	0	0	1
Volkswagen Financial Services (UK) Limited	No Group	383	374	0	6	3	0	0
WDFC UK Limited	No Group	1434	1434	0	0	0	0	0
Welcome Financial Services Limited	No Group	243	23	22	3	195	0	0
West Bromwich Building Society	No Group	73	4	14	3	49	3	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
Yorkshire Building Society	YORKSHIRE	605	48	53	8	487	7	2
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

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.