

Moneybarn No. 1 Limited	No Group	94	94	0	0	0	0	0
FCE Bank Plc	No Group	96	95	0	1	0	0	0
Mortgage Express	UK ASSET RESOLUTION	97	0	95	0	2	0	0
Vitality Health Limited	No Group	97	1	0	95	0	0	1
AIB Group (UK) Plc	No Group	100	49	3	4	42	1	1
Sesame Limited	AVIVA	100	0	10	19	14	27	30
Telefonica UK Limited	No Group	100	91	0	6	0	3	0
Scottish Equitable Plc	AEGON GROUP	103	0	0	12	0	5	86
WorldPay (UK) Limited	No Group	104	104	0	0	0	0	0
DAS Legal Expenses Insurance Company Limited	No Group	106	0	0	106	0	0	0
IGO4 Limited	No Group	106	0	0	106	0	0	0
Arnold Clark Automobiles Limited	No Group	107	31	0	3	73	0	0
R. Raphael & Sons Plc	No Group	108	101	0	1	6	0	0
Europäische Reiseversicherung AG	No Group	110	0	0	110	0	0	0
Home Retail Group Card Services Limited	No Group	112	110	0	0	2	0	0
Legal & General Partnership Services Limited	LEGAL & GENERAL	113	0	40	9	61	0	3
Sainsbury's Bank Plc	No Group	113	110	2	1	0	0	0
Uncle Buck Finance LLP	No Group	114	114	0	0	0	0	0
Caversham Finance Limited	No Group	116	102	0	13	1	0	0
Creation Financial Services Limited	No Group	116	90	0	0	26	0	0
Friends Life Services Limited	AVIVA	116	1	1	17	0	25	72
Phoenix Life Assurance Limited	PHOENIX GROUP	117	0	0	27	0	21	69
Saga Services Limited	No Group	117	0	0	117	0	0	0
Standard Life Assurance Limited	STANDARD LIFE	121	0	1	8	1	37	74

Santander UK Plc	SANTANDER UK	6271	2966	736	118	2220	213	18
Capital One (Europe) plc	No Group	7402	281	0	5	7116	0	0
HSBC Bank plc	HSBC (GS)	9044	3258	243	215	5181	120	27
Financial Insurance Company Limited	No Group	12044	0	0	5	12039	0	0
Barclays Bank Plc	BARCLAYS (GS)	15405	6192	482	210	8180	305	36
Lloyds Bank PLC	LLOYDS	18068	2621	112	230	14847	201	57
Bank of Scotland Plc	LLOYDS	20541	2446	602	217	17080	170	26

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.