



Half yearly Business Complaints - Jan - Jun 2022

Business Name	Total Cases	Resolved Cases
Zurich Insurance PLC	127.0	1
Yorkshire Building Society	67.0	2
Wise Payments Limited	174.0	1
West Bay Insurance Plc	193.0	1
Volkswagen Financial Services (UK) Limited	636.0	32
Virgin Media Mobile Finance Limited	59.0	1
Vanquis Bank Limited	874.0	33
Vanguard Asset Management, Ltd	70.0	2
Ulster Bank Ltd	30.0	1
U K Insurance Limited	928.0	45
TSB Bank plc	822.0	95
Think Money Limited	44.0	2
The Royal Bank of Scotland Plc	700.0	67
The Prudential Assurance Company Limited	224.0	2
The National Farmers' Union Mutual Insurance Society Limited	129.0	2
The Co-Operative Bank Plc	346.0	14
Tesco Personal Finance PLC	428.0	4
Starling Bank Limited	512.0	42
Standard Life Assurance Limited	58.0	1
St. James's Place Wealth Management Plc	89.0	3
Soteria Insurance Limited	49.0	1
Society of Lloyd's	163.0	6
Shop Direct Finance Company Limited	469.0	1
Shawbrook Bank Limited	672.0	6
Scottish Widows Limited	327.0	5
Scottish Equitable plc	94.0	4
Centender UK plc	2472.0	461

Business Name	Total Cases	Sentiment	Sentiment Count
esure Insurance Limited	312.0	neutral	4.00
Hastings Insurance Services Limited	247.0	negative	29.00
Hastings Insurance Services Limited	247.0	neutral	25.00
Hastings Insurance Services Limited	247.0	positive	4.00
Lloyds Bank PLC	2578.0	neutral	3.00
Sainsbury's Bank Plc	272.0	negative	6.00
Sainsbury's Bank Plc	272.0	neutral	6.00
The National Farmers' Union Mutual Insurance Society Limited	129.0	negative	1.00
The National Farmers' Union Mutual Insurance Society Limited	129.0	neutral	2.00
The National Farmers' Union Mutual Insurance Society Limited	129.0	positive	1.00
Virgin Media Mobile Finance Limited	59.0	negative	1.00
Zurich Assurance Ltd	108.0	negative	1.00
Zurich Assurance Ltd	108.0	neutral	1.00
Total			84.00

Sentiment Count by Business Name and Sentiment

