

UNITED KINGDOM / ROYAUME-UNI / VEREINIGTES KÖNIGREICH

1

Name / Nom / Name	Location / Lieu / Ortsangabe	Body competent to receive consumer complaints / Organisme compétent pour recevoir les plaintes / Zuständige Ansprechstelle für Konsumentenbeschwerden	Date of Registration / Date d'enregistrement / Registrierungsdatum	Date of Implementation / Date de mise en œuvre / Anwendungsdatum
Abbey National plc	London		02.10.01	
Airdrie Savings Bank	Airdrie		02.10.01	
Allchurches Mortgage Company Ltd	Gloucester		02.10.01	
Alliance & Leicester plc	Leicester		02.10.01	
Allied Irish Bank (GB)/First Trust Bank - (AIB Group (UK) plc)	Uxbridge		02.10.01	
Bank of Cyprus (London) Ltd	London		02.10.01	
Bank of Ireland Home Mortgages Ltd	Reading		02.10.01	
Bank of Scotland	Edinburgh		02.10.01	
Barclays Bank plc	London		02.10.01	
Barnsley Building Society	Barnsley		02.10.01	
Bath Investment & Building Society	Bath		02.10.01	
Beverley Building Society	Beverley		02.10.01	
Birmingham Midshires	Wobaston		02.10.01	
Bradford & Bingley	Bingley		02.10.01	
Bristol & West plc	Bristol		02.10.01	
Britannia Building Society	Leek		02.10.01	
Britannic Money plc	Epsom		02.10.01	
Buckinghamshire Building Society	Chalfont St Giles		02.10.01	
Cambridge Building Society	Cambridge		02.10.01	
Capital Home Loans Lts	Reading		02.10.01	
Catholic Building Society	London		02.10.01	
Chelsea Building Society	Cheltenham		02.10.01	
Cheltenham & Gloucester plc	Gloucester		02.10.01	
Chesham Building Society	Chesham		02.10.01	
Cheshire Building Society	Macclesfield		02.10.01	
Chorley & District Building Society	Chorley		02.10.01	
Citibank International plc	London		02.10.01	
Clay Cross Building Society	Chesterfield		02.10.01	
Clydesdale Bank plc	Glasgow		02.10.01	
Co-operative Insurance Society Ltd	Manchester		02.10.01	
Coventry Building Society	Coventry		02.10.01	
Cumberland Building Society	Carlisle		02.10.01	
Darlington Building Society	Darlington		02.10.01	
Derbyshire Building Society	Derby		02.10.01	
Dudley Building Society	Dudley		02.10.01	
Dunfermline Building Society	Dunfermline (Scotland)		02.10.01	
Eagle Star Life Assurance Company Ltd	Cheltenham		02.10.01	
Earl Shilton Building Society	Leicester		02.10.01	

Name / Nom / Name	Location / Lieu / Ortsangabe	Body competent to receive consumer complaints / Organisme compétent pour recevoir les plaintes / Zuständige Ansprechstelle für Konsumentenbeschwerden	Date of Registration / Date d'enregistrement / Registrierungsdatum	Date of Implementation / Date de mise en œuvre / Anwendungsdatum
Ecology Building Society	Keighley		02.10.01	
Egg	Derby		02.10.01	
First National Mortgage Company	Harrow		02.10.01	
Furness Building Society	Barrow-in Furness		02.10.01	
Gainsborough Building Society	Gainsborough		02.10.01	
GMAC-RFC Ltd	Bracknell		02.10.01	
Halifax plc	Halifax		02.10.01	
Hanley Economic Building Society	Stoke-on-Trent		02.10.01	
Harpenden Building Society	Harpenden		02.10.01	
Hinckley & Rugby Building Society	Hinckley		02.10.01	
Holmesdale Building Society	Reigate		02.10.01	
HSBC Bank plc	London		02.10.01	
Ipswich Building Society	Ipswich		02.10.01	
Irish Life & Permanent plc	Dublin 1		02.10.01	
Kensington Mortgage Company	London		02.10.01	
Kent Reliance Building Society	Chatham		02.10.01	
Lambeth Building Society	London		02.10.01	
Leeds & Holbeck Building Society	Leeds		02.10.01	
Leek United Building Society	Leek		02.10.01	
Legal & General Group Plc	Kingswood		02.10.01	
Loughborough Building Society	Loughborough		02.10.01	
Manchester Building Society	Manchester		02.10.01	
Mansfield Building Society	Mansfield		02.10.01	
Market Harborough Building Society	Market Harborough		02.10.01	
Marsden Building Society	Nelson		02.10.01	
Melton Mowbray Building Society	Melton Mowbray		02.10.01	
Mercantile Building Society	Wallsend		02.10.01	
Monmouthshire Building Society	Newport (Wales)		02.10.01	
Mortgage Express Ltd	New Barnet		02.10.01	
Mortgage Plc	London		02.10.01	
National Counties Building Society	Epsom		02.10.01	
Nationwide Building Society	Swindon		02.10.01	
Natwest Retail Banking	Drummond House		02.10.01	
Newbury Building Society	Newbury		02.10.01	
Newcastle Building Society	Newcastle Upon Tyne		02.10.01	
Northern Bank Ltd	Belfast, N Ireland		02.10.01	
Northern Rock plc	Newcastle		02.10.01	
Norwich & Peterborough Building Society	Peterborough		02.10.01	
Norwich Union	Knaresborough		02.10.01	

Name / Nom / Name	Location / Lieu / Ortsangabe	Body competent to receive consumer complaints / Organisme compétent pour recevoir les plaintes / Zuständige Ansprechstelle für Konsumentenbeschwerden	Date of Registration / Date d'enregistrement / Registrierungsdatum	Date of Implementation / Date de mise en œuvre / Anwendungsdatum
Nottingham Building Society	Nottingham		02.10.01	
Paragon Mortgages Ltd	Solihull		02.10.01	
Platform Home Loans limited	London		02.10.01	
Portman Building Society	Bournemouth		02.10.01	
Preferred Mortgages Ltd	Haywards Heath		02.10.01	
Principality Building Society	Cardiff (Wales)		02.10.01	
Progressive Building Society	Belfast (Northern Ireland)		02.10.01	
Saffron Walden, Herts & Essex Building Society	Saffron Walden		02.10.01	
Sainsbury's Bank plc	Edinburgh		02.10.01	
Scarborough Building Society	Scarborough		02.10.01	
Scottish Building Society	Edinburgh (Scotland)		02.10.01	
Scottish Widows Bank plc	Edinburgh		02.10.01	
Shephed Building Society	Loughborough		02.10.01	
Skipton Building Society	Skipton		02.10.01	
Southern Pacific Mortgages Ltd	London		02.10.01	
Stafford Railway Building Society	Stafford		02.10.01	
Staffordshire Building Society	Wolverhampton		02.10.01	
Standard Life Bank	Edinburgh		02.10.01	
Stroud & Swindon Building Society	Stroud		02.10.01	
Sun Bank plc	Stevenage		02.10.01	
Teachers' Building Society	Wimborne		02.10.01	
The Mortgage Business plc	Chester		02.10.01	
The Mortgage Lender Ltd	Southampton		02.10.01	
The Royal Bank of Scotland plc	London		02.10.01	
The United Bank of Kuwait plc	London		02.10.01	
Tipton & Coseley Building Society	Tipton		02.10.01	
UCB Home Loans Corporation Ltd	Sutton		02.10.01	
Universal Building Society	Newcastle Upon Tyne		02.10.01	
Vernon Building Society	Stockport		02.10.01	
Verso	Leeks		02.10.01	
Wesleyan Financial Services	Birmingham		02.10.01	
West Bromwich Building Society	West Bromwich		02.10.01	
Woolwich plc	Bexleyheath		02.10.01	
Yorkshire Bank plc	Leeds		02.10.01	
Yorkshire Building Society	Bradford		02.10.01	