

## Chapter 5

# Financial Ombudsman Service Funding

## 5.1 Application and Purpose

### Application

- 5.1.1** **R** Rules and guidance made by the FCA in this chapter apply to every *firm* which is subject to the *Compulsory Jurisdiction*.
- 5.1.1-A** **G** Whilst no *rule* made by the FCA in this chapter applies to *VJ participants*, some of the *guidance* may do. The application of rules made by the FOS Ltd in this chapter is set out in ■ FEES 5.5B and described in ■ FEES 5.1.2 AG.
- 5.1.1A** **R** A reference to *firm* in this chapter includes a reference to a *fee-paying payment service provider*, *fee-paying electronic money issuer*, a *CBTL firm*, a *designated finance platform* and a *designated credit reference agency*.
- 5.1.1B** **R** ■ FEES 5.1.1A R does not apply to ■ FEES 5.5B or ■ FEES 5 Annex 2R or ■ Annex 3R unless otherwise stated in rules made by the FOS Ltd.
- 5.1.1C** **R** This chapter applies to a *TP firm*. This *rule* demonstrates the contrary intention under ■ GEN 2.2.26R.
- 5.1.2** **G** The rules set out in the table under ■ FEES 5.1.2 AG are made by the FOS Ltd. All other ■ FEES 5 rules are made by the FCA.
- 5.1.2A** **G** Table of ■ FEES 5 rules made by the FOS Ltd
- | FEES 5 rules made by the FOS Ltd | Description   |
|----------------------------------|---|
| FEES 5.5B                        | Rules relating to case fees                                   |
| FEES 5 Annex 2R                  | Annual Levy Payable in Relation to the Voluntary Jurisdiction |
| FEES 5 Annex 3R                  | Case Fees Payable   |
- 5.1.3** **G** [deleted]
- 5.1.3A** **G** [deleted]

**Exemption**

- 5.1.4 **R** A firm which is exempt under ■ DISP 1.1.12 R is also exempt from ■ FEES 5.1, ■ 5.2, ■ 5.3, ■ 5.4 and ■ 5.6.
- 5.1.4A **R** A firm will only be exempt from ■ FEES 5.7 for any given *financial year* if it met the conditions in ■ DISP 1.1.12 R on 31 March of the immediately preceding *financial year*.
- 5.1.5 **R** A firm which ceases to be exempt under ■ FEES 5.1.4 R is to be treated, for the purposes of its contribution to the *general levy*, as a firm to which ■ FEES 5.8 applies.
- 5.1.6 **R** [deleted]
- 5.1.6A **G** Firms which cease to be *authorised* and therefore subject to the *Compulsory Jurisdiction* part way through the year will not receive a refund of their *general levy* except in exceptional circumstances.
- 5.1.6B **G** If, after the start of the period to which the *general levy* relates, a person's *Part 4A permission* is cancelled under Schedule 6A or the person's *Part 4A permission* is varied reducing its *permission* under Schedule 6A, the person will not receive a refund of their *general levy*, except in exceptional circumstances.

**Purpose**

- 5.1.7 **G** The purpose of this chapter is to set out the requirements on firms to pay annual fees (through a *general levy* invoiced and collected by the FCA on behalf of FOS Ltd) and case fees (invoiced and collected directly by FOS Ltd) in order to fund the operation of the *Financial Ombudsman Service*. This Chapter also provides for *unauthorised persons* to pay case fees to FOS Ltd in respect of any *relevant complaints* which it handles.

**Gibraltar-based firms**

- 5.1.8 **R** In accordance with ■ GEN 2.3 (General saving of the Handbook for Gibraltar), provisions in ■ FEES 5 that immediately before *IP completion day* applied in relation to or in connection with Gibraltar will continue to apply after *IP completion day*. The exceptions to this provision are the amount of annual and case fees payable that are set out in ■ FEES 5 Annex 1R, ■ 5 Annex 2R and ■ 5 Annex 3R, which may change each *fee year*.

## 5.2 Introduction

- 5.2.1** **G** Paragraph 9 of Schedule 17 to the *Act* (The Ombudsman Scheme) requires *FOS Ltd* to adopt an *annual budget* which has been approved by the *FCA*. The *annual budget* must distinguish between the costs of operating the *Compulsory Jurisdiction* and the *Voluntary Jurisdiction*.
- 5.2.2** **G** Section 234 of the *Act* (Industry Funding) enables the *FCA* to require the payment to it or to *FOS Ltd*, by *firms* or any class of *firm*, of specified amounts (or amounts calculated in a specified way) to cover the costs of:
- (1) the establishment of the *Financial Ombudsman Service*; and
  - (2) its operation in relation to the *Compulsory Jurisdiction*.
- 5.2.2A** **G** [deleted]
- 5.2.2B** **G** [deleted]
- 5.2.3** **G** Paragraph 15 of Schedule 17 to the *Act* enables *FOS Ltd* to require *firms* subject to the *Compulsory Jurisdiction* and any other respondents to a complaint to pay specified fees to it in respect of complaints closed by the *Financial Ombudsman Service*.
- 5.2.3A** **G**
- 5.2.4** **G** The *Ombudsman Transitional Order* provides for *unauthorised persons* to be charged fees in respect of any *relevant complaints* against them which the *Financial Ombudsman Service* handles.
- 5.2.5** **G** Paragraph 18 of Schedule 17 to the *Act* enables *FOS Ltd* to require *VJ participants* to pay to it such amounts at such times as it specifies in the *standard terms*.
- 5.2.6** **G** The relevant provisions of the rules in ■ FEES 5 and ■ FEES 2 will be applied to *VJ participants* through the *standard terms* made by *FOS Ltd* under paragraph 18 of Schedule 17 to the *Act* (see ■ DISP 4).

## 5.2.7

**G** This chapter sets out the framework for the funding arrangements of the *Financial Ombudsman Service*, including, where relevant, the method by which fees will be calculated. Details of the actual fees payable will vary from year to year, depending on the *annual budget* of the *Financial Ombudsman Service*. These details will be set out in annexes to this chapter. New annexes will be prepared and consulted on for each *financial year*.

## 5.3 The general levy

- 5.3.1** **G** Each *financial year*, the FCA and FOS Ltd will consult on the amount of the *annual budget* of the *Financial Ombudsman Service* which is to be raised by the *general levy*.
- 5.3.2** **G** For the purposes of the *general levy*, a *firm* will fall into one or more of the *industry blocks* set out in ■ FEES 5 Annex 1R depending on the business activities which it conducts.
- 5.3.2A** **G** When identifying the relevant *industry block(s)*, the *TP firm*, *TA EMI firm*, *TA PI firm* or *TA RAISP firm* must identify the activity (or activities) in ■ FEES 5 Annex 1R that most closely matches that for which that *firm* is treated as having *Part 4A permission*.
- 5.3.3** **G** The FCA will determine, following consultation, the amount to be raised from each *industry block*. This will be based on the budgeted costs and numbers of *Financial Ombudsman Service* staff required to deal with the volume of complaints which the *Financial Ombudsman Service* expects to receive about the *firms* in each *industry block*.
- 5.3.4** **G** ■ FEES 5 Annex 1R sets out the fee tariffs for each *industry block*.
- 5.3.5** **G** The FCA will specify a *minimum levy* for *firms* in each *industry block*.
- 5.3.6** **R** A *firm* must pay to the FCA a *general levy* towards the costs of operating the *Compulsory Jurisdiction* of the *Financial Ombudsman Service*.
- 5.3.7** **G** Under the *standard terms*, *VJ participants* will be required to pay to FOS Ltd an amount calculated on a similar basis towards the costs of operating the *Voluntary Jurisdiction* of the *Financial Ombudsman Service*, see ■ FEES 5 Annex 2R. FOS Ltd will be responsible for invoicing and collecting this amount.
- 5.3.8** **R** The FCA will calculate a *firm's general levy* under the *Compulsory Jurisdiction* as follows:

- (1) identify each of the tariff bases set out in ■ FEES 5 Annex 1R which apply to the *firm* for the relevant year;
- (2) for each of those tariff bases, calculate the sum payable in relation to the *relevant business* of the *firm* for that year (except *industry blocks* 2 and 4, in which case calculate the sum payable for that year) in accordance with ■ FEES 5 Annex 1R;
- (3) add together the amounts calculated under (2).

**5.3.8A** **R** A *VJ participant* which becomes subject to the *Financial Ombudsman Service* part way through a *financial year* must pay a proportion of the annual levy required by ■ FEES 5.3 and ■ FEES 5 Annex 2R, to be calculated as follows:

- (1) a *VJ participant* joining during the first quarter of the *financial year* will pay 100% of the annual levy;
- (2) a *VJ participant* joining during the second quarter of the *financial year* will pay 75% of the annual levy;
- (3) a *VJ participant* joining during the third quarter of the *financial year* will pay 50% of the annual levy; and
- (4) a *VJ participant* joining during the fourth quarter of the *financial year* will pay 25% of the annual levy.

**5.3.9** **R** For the purpose of ■ FEES 5.3.6 R and ■ FEES 5.3.8 R, a *member* of the *Society of Lloyd's* or a *managing agent* at Lloyd's will not in that capacity be treated as a *firm*. But the *Society of Lloyd's* will pay a *general levy* in respect of Lloyd's *insurance business* conducted with *eligible complainants*.

**5.3.10** **R** For the purpose of ■ FEES 5.3, references to *relevant business* for a *firm* which falls in *industry block* 16 or 17 and which so elects under ■ FEES 5 Annex 1R, are references to the *firm's* total amount of annual income reported in accordance with ■ FEES 4 Annex 1AR Part 3.

**5.3.11** **G** Schedule 6A to the *Act* sets out a procedure to enable the *FCA* to cancel or vary the *Part 4A permission* of a *person* who it appears to the *FCA* is not carrying on a *regulated activity*. Paragraph 5 of that schedule sets out a procedure for annulment of cancellation or variation of *Part 4A permission* in specified circumstances. Where the *FCA* grants an application for annulment, paragraph 6 of Schedule 6A sets out its effect. In particular, the cancellation or variation of *Part 4A permission* is treated as if it had never taken place. As a result of the effect of annulment under Schedule 6A, the *general levy* and any other levy provided for under this chapter applicable to the *person*, in relation to the period during which the *person's Part 4A permission* was cancelled or varied apply to the *person*, unless the exemption in ■ FEES 5.1.4R applies.

## 5.4 Information requirement

- (1) A *firm* must provide the *FCA* by the end of February each year (or, if the *firm* has become subject to the *Financial Ombudsman Service* part way through the *financial year*, by the date requested by the *FCA*) with a statement of:
- (a) the total amount of *relevant business* (measured in accordance with the appropriate tariff base(s)) which it conducted; or
  - (b) in the case of *firms* in *industry blocks* 2 and 4, the gross written premium for fees purposes as defined in ■ FEES 4 Annex 1AR (unless ■ FEES 5.4.1R(1A) applies),
- as at or in the year to 31 December of the previous year as appropriate, including only business undertaken from a *branch* or establishment in the *UK* in relation to the tariff base for each of the relevant *industry blocks* set out in ■ FEES 5 Annex 1R. *Firms* that do not carry out their business from a *branch* or establishment in the *UK* will pay the *minimum levy* for each tariff base.
- (1A) A *firm* in *industry blocks* 2 and 4, has notified the *FCA* of the amount of gross written premium for fees purposes, as defined in ■ FEES 4 Annex 1AR, that relates to *relevant business*. The notification must be made by the 30 May each year.
- (2) Paragraph (1) does not apply if the *firm* pays a *general levy* on a flat fee basis only or if it is the Bank of England.
- (3) If a *firm* cannot provide a statement of the total amount of *relevant business* as required by ■ FEES 5.4.1 R, it must provide the best estimate of the amount of *relevant business* that it conducted.
- (4) For the purpose of ■ FEES 5.4.1R, references to *relevant business* for a *firm* which falls in *industry block* 16 or 17 and which so elects under ■ FEES 5 Annex 1R, are references to the *firm's* total amount of annual income reported in accordance with Part 3 of ■ FEES 4 Annex 1AR.
- (5) If a *firm* does not submit a complete statement by the date on which it is due in accordance with this *rule* and any prescribed submission procedures:
- (a) the *firm* must pay an administrative fee of £250 (but not if it is already subject to an administrative fee under ■ FEES 4 Annex 2A, Part 1, Part 1 or ■ FEES 6.5.16 R for the same *financial year*); and
  - (b) the *general levy* will be calculated using (where relevant) the valuation or valuations of business applicable to the previous period, multiplied by the factor of 1.10 (or, if a *firm* has become



subject to the *Financial Ombudsman Service* part way through the *financial year*, on the basis of the information provided to the *FCA* for the purposes of ■ FEES 4.4.2 R) or on any other reasonable basis, making such adjustments as seem appropriate in subsequent levies once the true figures are known.

- (6) Where the *FCA* grants a *person's* application for annulment of a cancellation or variation of *Part 4A permission* under Schedule 6A to the *Act* and on the date the annulment takes effect the time for providing information in this *rule* has passed, then that time for compliance does not apply, but a *person* must comply with this *rule* on the date on which the *person's* annulment takes effect.

- 5.4.1-A **R** (1) In the case of *firms* in *industry blocks 2* and *4* the requirements under ■ FEES 5.4.1R apply in relation to the tariff bases(s) and tariff data in ■ FEES 5 Annex 1R.

If a *firm* is a UK Solvency II firm in *industry blocks 2* and *4* in ■ FEES 5 Annex 1R, the *FCA* may use tariff data from the previous reporting period for the periodic fees calculation if the *PRA* or the *FCA* has either:

- (a) not received the necessary tariff data in a timely basis in line with Part 3 and 5 of ■ FEES 4 Annex 1AR; or  
(b) deemed the tariff data received to be incomplete or insufficiently reliable, by reference to a specific *firm* or across all or part of the *industry block*.

- 5.4.1A **D** The information requirement set out under ■ FEES 5.4.1 R is applied under this direction to a *fee-paying payment service provider* and a *fee-paying electronic money issuer*.

- 5.4.1B **R** For *firms* in *industry blocks 2* and *4*, if the data source specified in the applicable tariff base in Part 3 of ■ FEES 4 Annex 1AR is not available to the *PRA* or *FCA* for any reason and the same data is available to the *PRA* or *FCA* from an alternative source, the *FCA* may use that alternative source to calculate the tariff rates under ■ FEES 5 Annex 1R.

- 5.4.2 **G** Failure to submit a statement in accordance with the *rules* in this chapter may also lead to the imposition of a financial penalty and other disciplinary sanctions (see ■ DEPP 6.6.1 G to ■ DEPP 6.6.5 G).

- 5.4.3 **G** ■ SUP 16.3 (General provisions on reporting) contains further *rules* on the method of submission of reports under ■ FEES 5.4.1 R.

- 5.4.4 **G** (1) From 1 April 2025, a new definition of *relevant business* is introduced. This new definition applies in relation to business done with all types of *eligible complainant* described in ■ DISP 2.7.3R. *Firms* must use this new definition for any *relevant business* conducted from 1 April 2025 onwards.

- (2) Where the pre-April 2025 *Glossary* definition of *relevant business* applies (ie, to *relevant business* of a *firm* up until 31 March 2025):
- (a) a *firm* should not provide a statement of *relevant business* if it deals only with *eligible complainants* who are not *consumers*; and
  - (b) ■ FEES 5.4.1R does not apply in relation to business done with other types of *eligible complainant* described in ■ DISP 2.7.3R(2) to ■ (7).



## 5.5B Case fees

### Application

- 5.5B.1 **R** ■ FEES 5.5B applies to *respondents*.
- 5.5B.2 **G** *VJ participants* are included as a result of ■ DISP 4.2.6 R.
- 5.5B.3 **R** Any *firm* falling into either *industry block 13* or *industry block 15* in ■ FEES 5 Annex 1 R is not required to pay any case fee in respect of *chargeable cases* relating to those *industry blocks*.
- 5.5B.4 **G** The *firms* in *industry blocks 13* and *15* are cash plan health providers and small *friendly societies*. The case fee exemption takes into account that the amount in issue is likely to be small relative to the case fee.
- 5.5B.5 **R** A *credit union* or a *community finance organisation* which is subject to the *minimum levy* in an *industry block* is not required to pay any case fee in respect of *chargeable cases* relating to that *industry block*.
- 5.5B.6 **G** Arrangements similar to those for *firms* in *industry blocks 13* and *15* have been made for small *credit unions* under ■ FEES 5.5B.5 R.
- 5.5B.7 **R**
- (1) Any of the following *persons* which is exempt under ■ DISP 1.1.12R is also exempt from ■ FEES 5.5B:
    - (a) a *firm*;
    - (b) a *payment service provider*;
    - (c) an *electronic money issuer*;
    - (d) a *designated credit reference agency*; and
    - (e) a *designated finance platform*.
  - (2) However, a *person* will only be exempt from ■ FEES 5.5B in any *financial year* if it met the conditions in ■ DISP 1.1.12R on 31 March of the immediately preceding *financial year*.

**Purpose**

- 5.5B.8 **R** The purpose of ■ FEES 5.5B is to set out the requirements on *respondents* to pay fees in relation to cases referred to the *Financial Ombudsman Service*.
- 5.5B.9 **R** These fees are towards funding the *Financial Ombudsman Service*, and are invoiced and collected directly by the *FOS Ltd*.
- 5.5B.10 **G** In each of the *Financial Ombudsman Service's* jurisdictions, the *annual budget* reflects the total expected to be raised by levies plus the total expected to be raised by case fees for the relevant *financial year*.
- 5.5B.11 **G** The amount of the case fees will be subject to consultation each year.

**Standard case fee**

- 5.5B.12 **R** A *respondent* must pay to the *FOS Ltd* the standard case fee specified in ■ FEES 5 Annex 3R Part 1 in respect of each *chargeable case* relating to that *respondent* which is closed by the *Financial Ombudsman Service* during a *financial year* (regardless of when the *chargeable case* was referred to the *Financial Ombudsman Service*), unless the *respondent* is identified as part of a *charging group* as defined in ■ FEES 5 Annex 3R Part 3.
- 5.5B.13 **G** The exclusion of *respondents* that are identified as part of a *charging group* as defined in ■ FEES 5 Annex 3R Part 3 applies only from 1 April 2013. Those *respondents* continue to be liable for the standard case fee under ■ FEES 5.5B.12 R in respect of *chargeable cases* closed by the *Financial Ombudsman Service* before 1 April 2013.
- 5.5B.14 **R** But a *respondent* will only be liable for, and the *FOS Ltd* will only invoice for, the standard case fee in respect of the 4th and subsequent *chargeable cases* which are closed by the *Financial Ombudsman Service* in any *financial year*.

5.5B.15 **G** [deleted]

5.5B.16 **R** A *respondent* must pay to the *FOS Ltd* any standard case fee which it is liable to pay under ■ FEES 5.5B and which is invoiced by the *FOS Ltd* within 30 calendar *days* of the date when the invoice is issued by the *FOS Ltd*.

**Supplementary Case fee [deleted]**

5.5B.17 **R** [deleted]

5.5B.18 **G** [deleted]

5.5B.19 **R** [deleted]

### Special case fee

**5.5B.20** **R** If the *respondent* is identified as part of a *charging group* as defined in ■ FEES 5 Annex 3R Part 3, the *charging group* must pay the special case fee calculated under ■ FEES 5 Annex 3R Part 4 (from 1 April 2013) instead of the *respondent* paying the standard case fee.

**5.5B.21** **R** The *FOS Ltd*:

- (1) will invoice the special case fee as described in ■ FEES 5 Annex 3R Part 4; and
- (2) may invoice the relevant *charging group* through any of the individual *respondents* in the relevant *charging group*.

**5.5B.22** **R** A *charging group* must pay to the *FOS Ltd* any special case fee (including any year-end adjustment) as described in ■ FEES 5 Annex 3R Part 4 within 30 calendar *days* of the date when the invoice is issued by the *FOS Ltd*.

**5.5B.23** **R** In respect of the special case fee, individual *respondents* are jointly and individually liable for the obligations of the *charging group* of which they are identified as forming part in ■ FEES 5 Annex 3R Part 3.

### Leaving the Financial Ombudsman Service

**5.5B.24** **R** Where a *respondent* ceases to be a *firm*, *payment service provider*, *electronic money issuer*, *CBTL firm*, a *designated credit reference agency*, a *designated finance platform*, *VJ participant* or *claims management company* (as the case may be) part way through a *financial year* it will remain liable to pay case fees under ■ FEES 5.5B in respect of cases within the jurisdiction of the *Financial Ombudsman Service*.

### Late payment of case fees

**5.5B.25** **R** If a *respondent* does not pay a case fee payable under ■ FEES 5.5B in full to the *FOS Ltd* before the end of the date on which it is due, that *respondent* must pay to the *FOS Ltd* in addition:

- (1) an administrative fee of £250; plus
- (2) interest on any unpaid amount at the rate of 5% per annum above the Official Bank Rate from time to time, accruing on a daily basis from the date on which the amount concerned became due.

**5.5B.26** **G** The *FOS Ltd* may take steps to recover any money owed to it (including interest).

### Time limit for making a claim for the remission or repayment of case fees

**5.5B.27** **R** In relation to any case fee which was invoiced by *FOS Ltd* under ■ FEES 5.5B on or after 1 April 2023, no claim for the remission or repayment of all or part of the case fee (or any interest or administrative fee due under

■ FEES 5.5B.25R in relation to it) may be made to *FOS Ltd* more than 1 year after the date on which the case fee was invoiced (irrespective of when or whether the amounts in question were paid to *FOS Ltd*).

5.5B.28

R

In relation to a case fee which was invoiced by *FOS Ltd* under ■ FEES 5.5B before 1 April 2023, and subject to any rule of law prescribing a shorter time period for making such a claim, no claim for the remission or repayment of all or part of the case fee (or any interest or administrative fee due under ■ FEES 5.5B.25R in relation to it) may be made to *FOS Ltd* on or after 31 March 2024 (irrespective of when or whether the amounts in question were paid to *FOS Ltd*).

5.5B.29

R

The *FOS Ltd* may allow a claim to be made outside the time limits prescribed in ■ FEES 5.5B.27R and ■ FEES 5.5B.28R if it is satisfied that the failure to make a claim within the time limits prescribed was as a result of exceptional circumstances.



**5.6** [deleted]

- 5.6.1 **G** [deleted]
- 5.6.2 **G** [deleted]
- 5.6.3 **G** [deleted]
- 5.6.4 **G** [deleted]
- 5.6.5 **R** [deleted]
- 5.6.6 **R** [deleted]
- 5.6.7 **G** [deleted]



## 5.7 Payment

**5.7.1** **R** A *firm* must pay annually to the *FCA* the *general levy* on or before the later of 1 April and 30 calendar *days* after the date when the invoice is issued by the *FCA*.

**5.7.1A** **R** Where the *FCA* grants a *person's* application for annulment of a cancellation or variation of *Part 4A permission* under Schedule 6A to the *Act* and on the date the annulment takes effect the time for payment in **■ FEES 5.7.1R** has passed, then that time for payment in that *rule* does not apply, but a *person* must pay to the *FCA* the *general levy* on the date on which the *person's* annulment takes effect.

**5.7.2** **R** [deleted]

**5.7.2A** **R** [deleted]

**5.7.3** **R** [deleted]

**5.7.4** **R** A *firm* liable to pay fees under **■ FEES 5.7.1R** must do so using one of the methods set out in **■ FEES 2.1.12R** (unless **■ FEES 2.1.13R** applies) save that no additional amount or discount is applicable.

### Extension of time

---

**5.7.5** **R** A *firm* need not pay the *general levy* on the date on which it is due under the relevant provision in **■ FEES 5.7.1R**, if that date falls during a period during which circumstances of the sort set out in **■ GEN 1.3.2R** (Emergency) exist, and that *firm* has reasonable grounds to believe that those circumstances impair its ability to pay the fee, in which case it must be paid on or before the fifth *business day* after the end of that period.



## 5.8 Joining the Financial Ombudsman Service

**5.8.1** **R** A *firm* which becomes subject to the *Financial Ombudsman Service* part way through a *financial year* must pay a rateable proportion of the *general levy* in accordance with the provisions of ■ FEES 4.2.7ER to ■ FEES 4.2.7KR.

**5.8.2** **R**

- (1) This *rule* deals with the calculation of:
  - (a) a *firm's general levy* in the 12 months ending on the 31 March in which it obtains *permission*, or was authorised under the *Payment Services Regulations* or the *Electronic Money Regulations* or had its *permission* and/or *payment services* activities extended (relevant permissions) and the following 12 months ending on the 31 March; and
  - (b) the tariff base for the industry blocks that relate to each of the relevant permissions.
- (2) Unless this *rule* says otherwise, the tariff base is calculated using the projected valuation for its first year of the business to which the tariff relates.
- (3) The rest of this *rule* only applies to a *firm* that becomes authorised, or extends its *permission* and/or *payment services* activities.
  - (a) If the tariff base is calculated using data from a period that begins on or after the date that the *firm* obtains the relevant permission to which that tariff base relates, the *firm* must use that data.
  - (b) If a *firm* satisfies the following conditions it must calculate its tariff base under (c) for the *FCA* financial year following the *FCA* financial year it obtained a relevant permission:
    - (i) the *firm* receives a relevant permission between 1 April and 31 December inclusive; and
    - (ii) the *firm's* tariff base for that relevant permission is, but for this *rule*, calculated by reference to the *firm's* financial year ended in the calendar year ending on the 31 December before the start of the *FCA* financial year or the twelve *months* ending 31 December before the start of the *FCA* financial year.
  - (c) If a *firm* satisfies the conditions in (b) it must calculate its tariff base as follows:
    - (i) it must use actual data in relation to the business to which the tariff relates rather than projected valuations;

- (ii) the tariff is calculated by reference to the period beginning on the date it acquired the relevant permission relating to the tariff and ending on the 31 December before the start of the *FCA* financial year; and
- (iii) the figures are annualised by increasing them by the same proportion as the period of 12 *months* bears to the period starting from when the *firm* received any relevant permissions to 31 December.
- (d) Where a *firm* is required to use the method in (c) it must notify the *FCA* of its intention to do so by the date specified in ■ FEES 5.4 (Information requirement).
- (e) Where a *firm* is required to use actual data under this *rule*, ■ FEES 4 Annex 1AR Part 5 is modified in relation to the calculation of that *firm's* valuation date in its second financial year.

**Application of FEES 5.8.2R**

5.8.3

G

The table below sets out the period within which a *firm's* tariff base is calculated (the data period) for second year levies calculated under ■ FEES 5.8.2R. These examples are based on a *firm* that acquires *permission* on 1 November 2023 and has a financial year ending 31 March. Where valuation dates fall before the *firm* receives *permission* it should use projected valuations in calculating its levies.

References in this table to dates or months are references to the latest one occurring before the start of the *FCA's* financial year unless otherwise stated.

Type of permission acquired on 1 November	Tariff base	Valuation date but for FEES 5.8.2R	Data period under FEES 5.8.2R
Insurers - general (excluding <i>firms</i> in blocks 13 and 15)	Gross written premium for fees purposes as defined in FEES 4 Annex 1AR (GWP); or  Gross written premium notified to the <i>FCA</i> under FEES 5.4.1R(1A) that relates to the <i>firm's relevant business</i> (RGWP)	31 March 2023 - so projected valuations will be used	1 November to 31 December 2023
Portfolio managers (including those holding <i>client money/assets</i> and not holding <i>client money/assets</i> )	Flat fee	Valued at 31 December	Valued at 31 December
Advisors, <i>arrangers</i> , dealers or brokers holding and control	Annual income as defined in FEES 4 Annex 11AR, relating to	31 December.  This is because the <i>firm's</i> tariff	1 November to 31 December but annualised in accordance

ling <i>client money and/or assets</i>	<i>firm's relevant business</i>	base is calculated by reference to the <i>firm's</i> financial year end in the calendar year before the start of the <i>FCA fee year</i> . Therefore FEES 5.8.2R (3)(c) applies.	with FEES 5.8.2R (3)(c)(iii)
--	---------------------------------	--	------------------------------

5

5.9.1 **R** [deleted]

5.9.1A **R** [deleted]

5.9.2 **G** [deleted]

5.9.3 **G** [deleted]



5.9 [deleted]

## Annual General Levy Payable in Relation to the Compulsory Jurisdiction for 2023/24

### Introduction: annual budget

1. The *annual budget* for 2023/24 approved by the FCA is £234.2m.
2. The total amount expected to be raised through the *general levy* in 2023/24 will be £106m. .

### Compulsory jurisdiction - general levy

Industry block	Tariff base	General levy payable by firm
1-Deposit acceptors, <i>home finance providers, home finance administrators</i> (excluding <i>firms</i> in block 14) and <i>dormant asset fund operators</i>	Number of accounts relevant to the activities in DISP 2.6.1 R as at 31 December  In the case of <i>dormant asset fund operators</i> , the tariff base is the number of eligible activated accounts (8).	£0.1261 per relevant account, subject to a minimum levy of £100
2-Insurers - general (excluding <i>firms</i> in blocks 13 & 15)	Gross written premium for fees purposes as defined in FEES 4 Annex 1AR (GWP); or  Gross written premium notified to the FCA under FEES 5.4.1R(1A) that relates to the <i>firm's relevant business</i> (RGWP)	£0.3816 per £1,000 of GWP or RGWP, subject to a minimum levy of £100
3-The <i>Society</i> (of Lloyd's)	Not applicable	£105,410 to be allocated by the <i>Society</i>
4-Insurers - life (excluding <i>firms</i> in block 15)	Gross written premium for fees purposes as defined in FEES 4 Annex 1AR (GWP); or  Gross written premium notified to the FCA under FEES 5.4.1R(1A) that relates to the <i>firm's relevant business</i> (RGWP)	£0.0509 per £1,000 of GWP or RGWP, subject to a minimum levy of £130
5. Portfolio managers (including those holding <i>client money/assets</i> and not holding <i>client money/assets</i> )	Flat fee	Levy of £210
6. Managers and depositaries of investment funds, and operators of collective investment schemes or pension schemes	Flat fee	Levy of £60
7-Dealers as principal	Flat fee	Levy of £75
8-Advisors, <i>arrangers, dealers</i> or brokers holding and controlling <i>client money</i> and/or assets	Annual income as defined in FEES 4 Annex 11AR relating to <i>firm's relevant business</i> .	£0.383 per £1,000 of annual income subject to a minimum fee of £45
9-Advisors, <i>arrangers, dealers</i>	Annual income as defined in	£0.265 per £1,000 of annual in-

Industry block	Tariff base	General levy payable by firm
or brokers not holding and controlling <i>client money</i> and/or assets	FEES 4 Annex 11AR relating to <i>firm's relevant business</i> .	come subject to a minimum fee of £45
10-Corporate finance advisers	Flat fee	Levy of £55
11-fee-paying payment service providers (but excluding firms in any other Industry block except Industry block 18)	For authorised payment institutions, registered account information service providers, electronic money issuers (except for small electronic money institutions), the Post Office Limited, the Bank of England, government departments and local authorities, TA EMI firms, TA PI firms and TA RAISP firms, relevant income as described in FEES 4 Annex 11R Part 3	£0.0044 per £1,000 of relevant income subject to a minimum levy of £75
	For small payment institutions and small electronic money institutions a flat fee	Levy of £35
13-Cash plan health providers	Flat fee	Levy of £65
14-Credit unions	Flat fee	Levy of £55
15-Friendly societies whose tax-exempt business represents 95% or more of their total relevant business	Flat fee	Levy of £65
16-Home finance providers, advisers and arrangers (excluding firms in blocks 13, 14 & 15)	Flat fee	Levy of £85
17 - General insurance distribution (excluding firms in blocks 13, 14 & 15)	Annual income (as defined in MIPRU 4.3) relating to <i>firm's relevant business</i>	£0.8840 per £1,000 of <i>annual income</i> (as defined in MIPRU 4.3) relating to <i>firm's relevant business</i> subject to a minimum levy of £100
18 - fee-paying electronic money issuers	For all fee-paying electronic money issuers except for small electronic money institutions, and TA EMI firms, average outstanding <i>electronic money</i> , as described in FEES 4 Annex 11R Part 3.	£0.0001 per £1,000 of average outstanding electronic money subject to a minimum levy of £40
	For small electronic money institutions, a flat fee	Levy of £50
19 - Credit-related regulated activities with limited permission	For not-for-profit debt advice bodies, a flat fee	Levy of £0
	For all other firms with limited permission, a flat fee	Levy of £35
20 - Credit-related regulated activities	Annual income as defined in FEES 4 Annex 11BR	Levy of £35 Plus £1.497 per £1,000 of annual income on income above £250,000
21 - CBTL firms that do not have permission to carry out any regulated activities	Flat fee	Levy of £35

Industry block	Tariff base	General levy payable by firm
22 - <i>designated credit reference agencies</i> (but excluding <i>firms</i> in any other <i>industry block</i> )	Flat fee	Levy of £75
23 – <i>designated finance platforms</i> (but excluding <i>firms</i> in any other <i>industry block</i> )	Flat fee	Levy of £75
24 – <i>claims management companies</i>	Annual income	Levy of £50 plus £0.78 per £1,000 of annual income
25 – <i>funeral plan intermediaries</i> and <i>funeral plan providers</i>	Flat fee	Levy of £35

Notes

- 4 [not used]
- 5 The *industry blocks* in the table are based on the equivalent activity groups set out in Part 1 of FEES 4 Annex 1AR, and Part 2 and Part 2A of FEES 4 Annex 11R.
- 6 Where the tariff base in the table is defined in similar terms as that for the equivalent activity group in Part 3 of FEES 4 Annex 1AR, or Part 3 of FEES 4 Annex 11R, it must be calculated in the same way as that tariff base - taking into account only the *firm's relevant business* (except for *firms* in *industry blocks* 2 and 4).
- 7 [deleted]
- 8 Eligible activated accounts are the number of *repayment claims* met by the *dormant asset fund operators* as at 31 December.





## Annual Levy Payable in Relation to the Voluntary Jurisdiction 2024/25

Voluntary jurisdiction - annual levy for VJ participants				
Industry block and business activity		Tariff basis	Tariff rate	Minimum levy
1V	Deposit acceptors, mortgage lenders and mortgage administrators and debit/credit/charge card issuers and merchant acquirers	number of accounts relevant to the activities in DISP 2.5.1 R	£0.0169	£100
2V	<i>VJ participants</i> undertaking general insurance activities	per £1,000 of gross written premium	£0.0625	£100
3V	<i>VJ participants</i> undertaking life insurance activities	per £1,000 of gross written premium	£0.0152	£100
6V	Intermediaries	n/a	n/a	£75
7V	Freight-forwarding companies	n/a	n/a	£75
8V	National Savings & Investments	n/a	n/a	£10,000
9V	[deleted]	[deleted]	[deleted]	[deleted]
10V	Persons not covered by 1V to 8V undertaking activities which are: (a) <i>regulated activities</i> ; or (b) <i>payment services</i> ; or would be if they were carried on from an establishment in the <i>United Kingdom</i>	n/a	n/a	£75
12V	Persons undertaking the activity which is the issuance of electronic money or would be if carried on from an establishment in the <i>United Kingdom</i>	n/a	n/a	£75
13V	Persons not covered by 1V to 8V undertaking activities which are CBTL activities or would be if they were carried on from an establishment in the <i>United Kingdom</i>	n/a	n/a	£75
14V	Persons not covered by 1V to 8V providing <i>credit information</i> , under the <i>Small and Medium Sized Business (Credit Information) Regulations</i> or providing <i>specified information</i> under the <i>Small and Medium Business (Finance Platforms) Regulations</i> or would be if it was carried on from an establishment in the <i>United Kingdom</i>	n/a	n/a	£75

Voluntary jurisdiction - annual levy for VJ participants

15V	<i>VJ participants</i> undertaking activities relating to <i>claims management services</i>	annual income	£50 plus £3 per £1,000 of annual income	£75
16V	<i>VJ participants</i> undertaking activities which are <i>regulated funeral plan activities</i> or would be if:  (a) they were carried on from an establishment in the <i>United Kingdom</i> ; and/or  (b) they were carried on in relation to a funeral in the <i>United Kingdom</i> .	n/a	n/a	£75

Notes

(1) For the purposes of FEES 5 Annex 2R and for *VJ participants* undertaking general insurance activities (*industry block 2V*) 'gross written premium' means:

(a) if subject to reporting requirements under the *Solvency II Directive*, the total of items entered under row codes R0110, R0120 and R0130, as expressed in column code C0200 where this column is completed for those row codes, of the annual quantitative reporting template S.05.01.01 but only in relation to the *relevant business* of the *VJ participant* (in accordance with DISP 4.2.6(5)R and FEES 5.3.8R); and

(b) if not subject to reporting requirements under the *Solvency II Directive*, the gross premiums written but only in relation to the *relevant business* of the *VJ participant* (in accordance with DISP 4.2.6(5)R and FEES 5.3.8R).

(2) For the purposes of FEES 5 Annex 2R and for *VJ participants* undertaking life insurance activities (*industry block 3V*) 'gross written premium' means:

(a) if subject to reporting requirements under the *Solvency II Directive*, the item entered under row code R1410, column code C0300 of the annual quantitative reporting template S05.01.01 minus corporate pension business under the annual quantitative reporting template S14.01.01 but only in relation to the *relevant business* of the *VJ participant* (in accordance with DISP 4.2.6(5)R and FEES 5.3.8R); and

(b) if not subject to reporting requirements under the *Solvency II Directive*, the *minimum levy* would apply.

(3) 'Annual quantitative reporting template' has the meaning given in Fees Chapter 1 Application and Definitions of the *PRA Rulebook*.

(4) 'Corporate pension business' has the meaning given in Fees Chapter 1 Application and Definitions of the *PRA Rulebook*.

(5) For *VJ participants* undertaking activities relating to *claims management services* (fee-block 15V): Income is defined as turnover.

"Turnover" means the sum of the amounts paid to, or received by, a *VJ participant* in respect of activities relating to *claims management services* carried on from an establishment in the *UK* or elsewhere in the *EEA* which are not *regulated claims management activity*, including:

(a) charges, commission, the share of any compensation, fees and subscriptions;

(b) the monetary value of any services received by the *VJ participant* where it makes no payment for those services or where the payment received is worth less than the monetary value of the services; and

(c) the monetary value of any advertising in respect of the *VJ participant* that it has not paid for out of funds referred to in sub-paragraphs (a) and (b).

"Annual income" means the *VJ participant's* annual turnover for the financial year ended in the calendar year ending 31 December.

## Case Fees Payable for 2024/25

### Part 1 - Standard case fees

	Standard case fee
In the:	£650
Compulsory jurisdiction and Voluntary jurisdiction	unless it is a <i>not-for-profit debt advice body with limited permission</i> in which case the amount payable is £0

### Notes

- 1 The definition of standard case fee is in FEES 5.5B (Case fees). The definition of *chargeable case* is in the Glossary to the *Handbook*.
- 2 The standard case fee will be invoiced by the *FOS Ltd* on or after the date the case is closed.
- 3 A *respondent* will only be invoiced a case fee for the 4th and subsequent *chargeable case* in each *financial year*.
- 4 The definition of *not-for-profit debt advice body* is in the Glossary to the *Handbook*.
- 5 The definition of *limited permission* is in the Glossary to the *Handbook*.

### Part 2 - Supplementary case fees [deleted]


### Part 3 - Charging groups

The *charging groups*, and their constituent *group respondents*, are listed below. They are based on the position at 31 December immediately preceding the *financial year*. For the purposes of calculating, charging, paying and collecting the special case fee, they are not affected by any subsequent change of ownership.

- 1 Barclays Group, comprising the following *firms*:
  - Barclays Asset Management Limited
  - Barclays Bank Plc
  - Barclays Bank UK Plc
  - Barclays Capital Securities Limited
  - Barclays Insurance Services Company Limited
  - Barclays Investment Solutions Limited
  - Barclays OCIO Services Limited
  - Barclays Private Clients International Limited
  - Barclays Security Trustee Limited
  - Barclays Sharedealing

2

Barclays Stockbrokers Limited  
Clydesdale Financial Services Limited  
Firstplus Financial Group Plc  
Gerrard Financial Planning Ltd

Oak Pension Asset Management Limited  
Standard Life Bank Plc  
Woolwich Plan Managers Limited

HSBC Group, comprising the following *firms*:

B & Q Financial Services Limited  
HFC Bank Limited  
HSBC Alternative Investments Limited  
HSBC Bank Malta plc  
HSBC Bank plc  
HSBC Bank USA NA, London Branch  
HSBC Equipment Finance (UK) Limited  
HSBC Finance Limited

HSBC Global Asset Management (France)  
HSBC Global Asset Management (UK) Limited  
HSBC International Financial Advisers (UK) Limited  
HSBC Investment Funds

HSBC Life (UK) Limited  
HSBC Private Bank (Luxembourg) S.A.  
HSBC Private Bank (UK) Limited  
HSBC Securities (USA) Inc  
HSBC Trinkaus & Burkhardt AG  
HSBC Trust Company (UK) Ltd

3

HSBC UK Bank plc  
John Lewis Financial Services Limited  
Marks & Spencer Financial Services plc  
Marks & Spencer Savings and Investments Ltd  
Marks & Spencer Unit Trust Management Limited  
The Hongkong and Shanghai Banking Corporation Limited  
Lloyds Banking Group, comprising the following *firms*:  
  
Aberdeen Investment Solutions Limited  
AMC Bank Ltd  
Bank of Scotland (Ireland) Limited  
Bank of Scotland Plc  
Black Horse Finance Limited  
Black Horse Limited  
BOS Personal Lending Limited  
Cavendish Online Limited  
Cheltenham & Gloucester plc  
Clerical Medical Financial Services Limited  
Clerical Medical Investment Fund Managers Ltd  
Clerical Medical Investment Group Limited  
  
Clerical Medical Managed Funds Limited  
EBS Pensions Limited  
Embark Investment Services Ltd  
Embark Investments Ltd  
Embark Services Ltd  
Halifax Assurance (Ireland) Limited  
  
Halifax Financial Brokers Limited  
Halifax General Insurance Services Limited  
  
Halifax Insurance Ireland Ltd  
Halifax Investment Services Ltd  
Halifax Life Limited  
Halifax Share Dealing Limited  
HBOS Investment Fund Managers Limited  
Housing Growth Partnership Manager Limited  
HVF Limited  
Hyundai Car Finance Limited  
International Motors Finance Limited  
Invista Real Estate Investment Management Limited  
  
IWeb (UK) Limited  
LDC (Managers) Limited  
Legacy Renewal Company Limited

5

Lex Autolease Ltd  
Lex Autolease Carselect Limited  
Lex Vehicle Leasing Ltd  
Lloyds Bank Corporate Markets Plc  
Lloyds Bank General Insurance Limited  
Lloyds Bank Insurance Services Limited  
Lloyds Bank Plc  
Lloyds Bank Private Banking Limited  
Lloyds Development Capital (Holdings) Limited  
Lloyds TSB Financial Advisers Limited

Loans.co.uk Limited  
MBNA Limited  
NFU Mutual Finance Limited  
Pensions Management (SWF) Limited  
Scottish Widows Administration Services Limited  
Scottish Widows Annuities Limited  
Scottish Widows Bank Plc  
Scottish Widows Fund Management Limited  
Scottish Widows Limited  
Scottish Widows plc  
Scottish Widows Schroder Personal Wealth (ACD) Limited  
Scottish Widows Schroder Personal Wealth Limited

4

Scottish Widows Unit Funds Limited  
Scottish Widows Unit Trust Managers Limited  
Shogun Finance Limited  
St Andrew's Insurance plc  
St Andrew's Life Assurance Plc  
Sterling ISA Managers Ltd  
Suzuki Financial Services Limited  
SW Funding plc  
The Mortgage Business Plc  
  
United Dominions Trust Limited  
NatWest Group, comprising the following *firms*:

Coutts & Company  
Coutts Finance Company  
Cushon Money Limited  
FreeAgent Central Limited  
JCB Finance Ltd  
Lombard Finance Ltd  
Lombard North Central Plc  
National Westminster Bank Plc  
National Westminster Home Loans Limited  
NatWest Markets N.V.  
NatWest Markets Plc  
NatWest Trustee and Depositary Services Limited  
RBOS (UK) Limited  
RBS Asset Management (ACD) Ltd  
RBS Asset Management Ltd  
RBS Collective Investment Funds Limited  
RBS Equities (UK) Limited  
RBS Investment Executive Limited  
The Royal Bank of Scotland Group Independent Financial Services Limited  
The Royal Bank of Scotland International Limited  
The Royal Bank of Scotland Plc

5

Ulster Bank Ltd  
Aviva Group, comprising the following *firms*:  
Aviva Administration Limited  
Aviva Annuity UK Limited  
Aviva Credit Services UK Limited  
Aviva Equity Release UK Limited  
Aviva Health UK Limited  
Aviva Insurance Limited

Aviva Insurance Services UK Limited  
Aviva Insurance UK Limited  
Aviva International Insurance Limited  
Aviva Investment Solutions UK Limited  
Aviva Investors Global Services Limited  
  
Aviva Investors Pensions Limited  
Aviva Investors UK Funds Limited  
Aviva Investors UK Fund Services Limited  
  
Aviva Life & Pensions UK Limited  
Aviva Life Services UK Limited  
Aviva Pension Trustees UK Limited  
Aviva UK Digital Limited  
Aviva Wrap UK Limited  
Bankhall Support Services Limited  
CGU Bonus Limited  
CGU Underwriting Limited  
Commercial Union Life Assurance Company Limited  
Friends Annuities Limited  
Friends Life and Pensions Limited  
Friends Life FPLMA Limited  
Friends Life Funds Limited  
Friends Life Investment Solutions Limited  
Friends Life Limited  
Friends Life Marketing Limited  
Friends Life Services Limited  
Friends Provident International Limited  
Gresham Insurance Company Limited  
Hamilton Life Assurance Company Limited  
Hamilton Insurance Company Limited  
Norwich Union Life (RBS) Limited  
  
Scottish Boiler and General Insurance Company Ltd  
Sesame Limited  
The Ocean Marine Insurance Company Limited

6 Direct Line Group, comprising the following *firms*:  
Churchill Insurance Company Limited

UK Insurance Business Solutions Limited  
UK Insurance Limited

7 Nationwide Building Society Group comprising the following *firms*:  
Cheshire Building Society



8

Derbyshire Building Society  
Derbyshire Home Loans Ltd  
E-Mex Home Funding Limited  
Nationwide Building Society  
Nationwide Independent Financial Services Limited  
Portman Building Society  
The Mortgage Works (UK) Plc  
UCB Home Loans Corporation Ltd  
Santander Group, comprising the following *firms*:  
Abbey Stockbrokers Limited  
Cater Allen Limited  
Hyundai Capital UK Limited  
Santander Cards UK Limited  
Santander Consumer (UK) Plc  
Santander Financial Services Plc  
Santander ISA Managers Limited  
Santander UK Plc

#### Part 4 - Special case fees

The special case fee shall be calculated and paid as follows:

1

Proportions:

(1) In the calculation that follows in (4) immediately below:

*new chargeable cases for group respondents -*

E = twice the number of new *chargeable cases* that were referred to the *Financial Ombudsman Service* in respect of *group respondents* from 1 July to 31 December (both dates inclusive) in the immediately preceding *financial year*.

*new chargeable cases for all firms -*

F = twice the number of *chargeable cases* referred to the *Financial Ombudsman Service* in respect of all *firms* (whether or not they are part of a *charging group*) from 1 July to 31 December (both dates inclusive) in the immediately preceding *financial year*.

*open chargeable cases for group respondents -*

G = the number of *chargeable cases* that were referred to the *Financial Ombudsman Service* in respect of *group respondents* before 1 January in the immediately preceding *financial year* which had not been closed before 1 January in the immediately preceding *financial year*.

*open chargeable cases for all firms -*

H = the number of *chargeable cases* referred to the *Financial Ombudsman Service* in respect of all *firms* (whether or not they are part of a *charging group*) before 1 January in the immediately preceding *financial year* which had not been closed before 1 January in the immediately preceding *financial year*.

(2) [deleted]

(3) [deleted]

(4) 'Proportion Z' for each *charging group* is a percentage calculated as follows -  
 $\{E + G\} / \{F + H\} \times 100$

2 The special case fee is intended to broadly reflect the budgeted workload capacity of the *Financial Ombudsman Service* and comprises elements in respect of closed *chargeable cases* with no free case allowance.

3 The special case fee for each *charging group* is a total amount calculated as follows:

{£650 x 225,000 x the 'Proportion Z'}

4 The *FOS Ltd* will invoice each *charging group* for the special case fee (calculated as above) in four equal instalments, payable in advance on the following dates during the *financial year*:

(1) 1 April (or, if later, when *FOS Ltd* has sent the invoice);

(2) 1 July;

(3) 1 October; and

(4) 1 January.

5

Year-end adjustment:

(1) [deleted]

(2) If the actual number of *chargeable cases* closed by the *Financial Ombudsman Service* in respect of *group respondents* during the *financial year* is more than 105% of {225,000 x the 'Proportion Z'}:

(a) the *FOS Ltd* will invoice the relevant charging group; and

(b) the relevant *charging group* will pay to *FOS Ltd*;

an additional £65,000 for each block of 100 (or part thereof) closed *chargeable cases* over the 105%.

(3) If the actual number of *chargeable cases* closed by the *Financial Ombudsman Service* in respect of *group respondents* during the *financial year* is less than 95% of {225,000 x the 'Proportion Z'}, the *FOS Ltd* will promptly repay to the relevant charging group £65,000 for each block of 100 (or part thereof) closed *chargeable cases* under the 95%.

5



## Definition of annual income for the purposes of the FOS general levy where the firm is a claims management company

### Annual income definition

Income is defined as turnover.

“Turnover” means the sum of the amounts paid to, or received by, an authorised *claims management company* in respect of *regulated claims management activities* in *Great Britain*, including:

- (a) charges, commission, the share of any compensation, fees and subscriptions;
- (b) the monetary value of any services received by the *claims management company* where it makes no payment for those services or where the payment received is worth less than the monetary value of the services; and
- (c) the monetary value of any advertising in respect of the *claims management company* that it has not paid for out of funds referred to in sub-paragraphs (a) and (b).

