

Chapter 5

Financial Ombudsman Service Funding

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

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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
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

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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
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
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

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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

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The Royal Bank of Scotland Plc

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

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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
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

8 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%.