

## Chapter 16

# Reporting requirements



## Annual Claims Management Report form

CMC001: Key data for Claims Management

Currency: Sterling only

Units: integers

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### Group reporting

- 1 Does the data reported in this return relate to more than one *firm*? (NB: You should always answer "No" if your *firm* is not part of a *group*)
- 2 If "Yes" then list the firm reference numbers (FRNs) of all of the additional *firms* included in this return.

### Nil return

- 3 Do you wish to report a nil return?  
*Firms* answering 'yes' are not required to complete the remaining questions.
- 4 Over the reporting period, how many *employees* did the *firm* have on average?
- 5 How many *employees* left the *firm* (for any reason) during the reporting period?
- 6 What was the *firm's* annual *employee* turnover rate during the reporting period?
- 7 What was the total remuneration paid to the *firm's employees* over the reporting period?
- 8 What was the total amount of variable remuneration paid to the *firm's employees* over the reporting period?
- 9 How does the *firm* charge fees to its *customers*?
- 10 What was the total annual income for all *regulated claims management activities*, as defined in FEES 4 Annex 11AR for the purposes of FCA fees reporting (see *guidance* in FEES 4 Annex 13G)?

### Profit and loss account (over reporting period)

- 11 What was the *firm's* income from *seeking out, referrals and identification of claims or potential claims*?
- 12 What was the *firm's* income from all *regulated claims management activities*?
- 13 What was the *firm's* income from all *regulated activities*?
- 14 What was the *firm's* income from activities which are not *regulated activities*?
- 15 What was the *firm's* total income, including from activities which are not *regulated activities*?
- 16 What was the *firm's* expenditure in respect of all *regulated claims management activities*?
- 17 What was the *firm's* expenditure in respect of all *regulated claims management activities* (excluding expenditure of the sort listed in CMCOB 7.2.8R(2)(b))?
- 18 What was the *firm's* operating profit from *regulated claims management activities*?

### Balance sheet (as at end of reporting period)

- 19 What was the value of the *firm's* total assets (fixed and current)?
- 20 How much *cash* did the *firm* hold?

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- 21 What was the value of the *firm's* other current assets?
- 22 How much did the *firm* owe in overdrafts and bank loans due within one year?
- 23 What was the value of the *firm's* current liabilities (other than overdrafts and bank loans)?
- 24 What was the value of the *firm's* total (current and non-current) liabilities?
- 25 What was the value of the *firm's* current assets less the value of its current liabilities?
- 26 What was the value of the *firm's* total assets less the value of its current liabilities?

Prudential resources

- 27 What level of prudential resources did the *firm* hold at the end of the reporting period (as calculated in CMC OB 7.3)?
- 28 Was the *firm* a Class 1 firm or a Class 2 firm (as defined in CMC OB 7.2.5R) at the end of the reporting period?
- 29 What was the *firm's* overheads requirement (as calculated in CMC OB 7.2.8R) as at the end of the reporting period?
- 30 As at the end of the reporting period, was the *firm's* overheads requirement (as calculated in CMC OB 7.2.8R) greater than the amount set out in whichever of CMC OB 7.2.6R(1)(a) or 7.2.7R(1)(a) was applicable to the *firm*?
- 31 Did the *firm* hold *client money* at any point during the reporting period?
- 32 What was the *firm's* prudential resources requirement (as calculated in CMC OB 7.2.6R and 7.2.7R) as at the end of the reporting period?
- 33 Did the *firm* have a prudential surplus or deficit at the end of the reporting period?
- 34 What was the amount of the prudential surplus or deficit at the end of the reporting period?

Relevant Connections

These questions are for *firms* carrying on or which have *permission* to carry on: *seeking out, referrals and identification of claims or potential claims; and/or advice, investigation or representation in relation to a financial services or financial product claim.*

- 35 Is the *firm* providing notification of individuals, as per CMC OB 2.1.21R? Yes / No

If the answer to question 35 is yes, please complete the following information:

36	Where CMC OB 2.1.21R(3) applies to the individual:					
	the name of the individual	the individual's role in the <i>firm</i> providing the notification	the name of the <i>firm</i> at which the FSCS-eligible activity was carried on by the individual	the individual's role at the <i>firm</i> at which the FSCS-eligible activity was carried on	the date that role started	the date that role ended

37 Where CMC OB 2.1.21R(5) applies to the individual:

the name of individual A	the individual A's role in relation to the <i>firm</i> providing the notification	the name of individual B	the relationship between individual A and individual B	the name of the <i>firm</i> at which the FSCS-eligible activity was carried on by individual B	the individual B's role at the <i>firm</i> at which the FSCS-eligible activity was carried on	the date that role started and date that role ended
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The remaining questions are only for *firms* that have permission for one or more of:

- *advice, investigation or representation in relation to a personal injury claim;*
- *advice, investigation or representation in relation to a financial services or financial product claim;*
- *advice, investigation or representation in relation to a housing disrepair claim;*
- *advice, investigation or representation in relation to a claim for a specified benefit;*
- *advice, investigation or representation in relation to a criminal injury claim; and*
- *advice, investigation or representation in relation to an employment-related claim.*

#### Professional Indemnity Insurance

38 Does the *firm* have permission for *advice, investigation or representation in relation to a personal injury claim*?

39 Did the *firm* have a professional indemnity insurance policy in place for *advice, investigation or representation in relation to a personal injury claim* as at the end of the reporting period?

If yes, please complete questions 40 to 46:

40 Who is the underwriter of the insurance?

41 What is the policy renewal date?

42 Have the minimum terms of the policy been reviewed in the last five years?

43 What is the amount of the limit of indemnity (liability) for any single claim?

44 What is the amount of the limit of indemnity (liability) for claims in the aggregate over the policy period?

45 What is the amount of the excess (or deductible) that would be applicable for any one claim?

46 Has the identity of the insurance provider or the terms and conditions of the insurance policy changed from the content of the last Annual Claims Management Report form submitted to the *FCA*?

#### Client Money

47 What was the highest balance of *client money* held by the *firm* at any point during the reporting period?

48 In relation to the balance reported for question 47, for how many different *customers* did the *firm* hold *client money*?

49 For how many different *customers* did the *firm* hold *client money* for a period longer than two *business days*?

50 For how many different *customers* did the *firm* hold *client money* for a period longer than five *business days*?

51 What was the longest period of time for which the *firm* held *client money* for a *customer*?

#### Third-party Lead Generators

52 How many leads did the *firm* purchase from *lead generators* during the reporting period?

If you have provided a figure in response to question 52, provide the following details in respect of the three *lead generators* from which the *firm* purchased the most leads during this reporting period in response to 53 to 55:

Name	Postal address	Email address	Does supplier use overseas facilities (e.g. a call centre)?	Number of leads purchased from supplier over reporting period	Average cost per lead purchased from supplier over reporting period
53					
54					
55					
56	How many leads did the <i>firm</i> supply to a third party? (include all the occasions on which the <i>firm</i> passed a <i>customer</i> , or details of a <i>customer</i> or <i>claim</i> , to a third party)				
	Product Data				
57	What was the average fee charged by the <i>firm</i> , during the reporting period in respect of a <i>claim</i> ?				
	How was the <i>firm's regulated claims management activity</i> divided among the following areas of work? Please complete 58 to 77 below:				
	Revenue	Number of <i>claims</i> where lead obtained from <i>lead generator</i>	Number of <i>claims</i> pursued	Number of successful <i>claims</i>	Number of <i>claims</i> halted or not taken forward because: no good arguable base (left hand column), suspected fraud (middle column), or being frivolous or vexatious (right hand column)
	financial services or financial product <i>claims</i>				
58	Payment protection insurance				
59	Packaged bank accounts				
60	Investments				
61	Payment card or bank charges				
62	Mortgages				
63	Consumer credit				
64	Pensions, including SERPS				
65	Interest rate swaps and hedging products				
66	Other (please specify)				
	<i>personal injury claims</i>				
67	Holiday sickness				
68	Road traffic accidents (excluding whiplash)				

	Name	Postal address	Email address	Does supplier use overseas facilities (e.g. a call centre)?	Number of leads purchased from supplier over reporting period	Average cost per lead purchased from supplier over reporting period
69	Slips, trips and falls (excluding accidents at work)					
70	Accidents at work					
71	Clinical negligence					
72	Whiplash					
73	Other (please specify)					
74	<i>housing disrepair claims</i>					
75	<i>claims for a specified benefit</i>					
76	<i>criminal injury claims</i>					
77	<i>employment-related claims</i>					
	Of the above types of <i>claim</i> , which three saw the largest percentage change in number of successful <i>claims</i> ? Please complete 78 to 80 below:					
	Type of <i>claim</i>		Percentage change			
78						
79						
80						