

## 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%.*