

Chapter 5

Financial Ombudsman Service Funding

Case Fees Payable for 2023/24

Part 1 - Standard case fees

In the:	Standard case fee
Compulsory jurisdiction and Voluntary jurisdiction	£750 unless it is a <i>not-for-profit debt advice body</i> with <i>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 <i>chargeable case</i> 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 <i>respondent</i> will only be invoiced a case fee for the 4th and subsequent <i>chargeable case</i> in each <i>financial year</i> .
4	The definition of <i>not-for-profit debt advice body</i> is in the Glossary to the Handbook.
5	The definition of <i>limited permission</i> 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 <i>firms</i> : 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 Private Clients International Limited Barclays Security Trustee Limited Barclays Sharedealing Barclays Stockbrokers Limited
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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 Continental Europe
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*:

AMC Bank Ltd
Bank of Scotland (Ireland) Limited
Bank of Scotland Plc
Black Horse Limited
BOS Personal Lending Limited
Cheltenham & Gloucester plc

Clerical Medical Financial Services Limited
Clerical Medical Investment Fund Managers Ltd
Clerical Medical Managed Funds Limited

Halifax Financial Brokers Limited
Halifax General Insurance Services Limited

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

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 Unit Funds Limited
Scottish Widows Unit Trust Managers Limited
Shogun Finance Limited
St Andrew's Insurance plc

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St Andrew's Life Assurance Plc
Suzuki Financial Services Limited
SW Funding plc
The Mortgage Business Plc

United Dominions Trust Limited
RBS/NatWest Group, comprising the following *firms*:

Coutts & Company
Coutts Finance Company
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

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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

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

UK Insurance Business Solutions Limited
UK Insurance Limited
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- 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

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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:

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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:
{£750 x 204,000 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 {204,000 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 £75,000 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 {204,000 x the 'Proportion Z'}, the *FOS Ltd* will promptly repay to the relevant charging group £75,000 for each block of 100 (or part thereof) closed *chargeable cases* under the 95%.