Chapter 16

Reporting requirements
16.1 Application

16.1.1 R This chapter applies to every firm and qualifying parent undertaking within a category listed in column (2) of the table in ■ SUP 16.1.3 R and in accordance with column (3) of that table.

16.1.1A D The directions and guidance in ■ SUP 16.13 apply to a payment service provider as set out in that section.

16.1.1AA G Credit institutions and electronic money institutions should note that some of the directions in ■ SUP 16.13 apply to them as well as to payment institutions and registered account information service providers.

16.1.1B D The directions and guidance in ■ SUP 16.15 apply to electronic money issuers that are not credit institutions.

16.1.1C G The directions and guidance in ■ SUP 16.18 apply for the following types of AIFM:

(1) a small registered UK AIFM;
(2) an above-threshold non-EEA AIFM marketing in the UK; and
(3) a small non-EEA AIFM marketing in the UK.

16.1.1D D ■ SUP 16.21 applies to a CBTL firm.

16.1.1E D The rules, directions and guidance in ■ SUP 16.22 apply to a payment service provider located in the UK other than:

(1) a credit union;
(2) National Savings and Investments; and
(3) the Bank of England.

16.1.1F R The rules and guidance in ■ SUP 16.26 (Reporting of information about Directory persons) apply to an SMCR firm.
(1) Subject to (2), the only categories of firm to which no section of this chapter applies are:

(a) an ICVC;

(b) an incoming EEA firm or incoming Treaty firm, unless it is:

(i) a firm of a type listed in SUP 16.1.3 as a type of firm to which SUP 16.6, SUP 16.7A, SUP 16.9, SUP 16.12, or SUP 16.14 applies; or

(ii) an insurer with permission to effect or carry out life policies; or

(iii) a firm with permission to establish, operate or wind up a personal pension scheme or a stakeholder pension scheme; or

(iv) a payment service provider to which SUP 16.22 applies; and

(c) a UCITS qualifier.

(2) SUP 16.26 (Reporting of information about Directory persons) applies to a firm which is an SMCR firm (see SUP 16.1.1FR).


<table>
<thead>
<tr>
<th>(1) Section(s)</th>
<th>(2) Categories of firm to which section applies</th>
<th>(3) Applicable rules and guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUP 16.4 and SUP 16.5</td>
<td>All categories of firm except:</td>
<td>Entire sections</td>
</tr>
<tr>
<td>SUP 16.1, SUP 16.2 and SUP 16.3</td>
<td>All categories of firm except:</td>
<td>Entire sections</td>
</tr>
<tr>
<td>(a)</td>
<td>an ICVC;</td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td>an incoming EEA firm or incoming Treaty firm, which is not:</td>
<td></td>
</tr>
<tr>
<td>(i)</td>
<td>a firm of a type to which SUP 16.6 or SUP 16.12 applies; or</td>
<td></td>
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<tr>
<td>(ii)</td>
<td>an insurer with permission to effect or carry out life policies; or</td>
<td></td>
</tr>
<tr>
<td>(iii)</td>
<td>a firm with permission to establish, operate or wind up a personal pension scheme or a stakeholder pension scheme; or</td>
<td></td>
</tr>
<tr>
<td>(iv)</td>
<td>a payment service provider to which SUP 16.22 applies; and</td>
<td></td>
</tr>
<tr>
<td>(c)</td>
<td>a UCITS qualifier.</td>
<td></td>
</tr>
<tr>
<td>(1) Section(s)</td>
<td>(2) Categories of firm to which section applies</td>
<td>(3) Applicable rules and guidance</td>
</tr>
<tr>
<td>----------------</td>
<td>------------------------------------------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td>(a)</td>
<td>a credit union;</td>
<td></td>
</tr>
<tr>
<td>(a)</td>
<td>an ICVC;</td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td>an incoming EEA firm;</td>
<td></td>
</tr>
<tr>
<td>(c)</td>
<td>an incoming Treaty firm;</td>
<td></td>
</tr>
<tr>
<td>(d)</td>
<td>a non-directive friendly society;</td>
<td></td>
</tr>
<tr>
<td>(e)</td>
<td>[deleted]</td>
<td></td>
</tr>
<tr>
<td>(f)</td>
<td>a sole trader;</td>
<td></td>
</tr>
<tr>
<td>(g)</td>
<td>a service company;</td>
<td></td>
</tr>
<tr>
<td>(h)</td>
<td>a UCITS qualifier;</td>
<td></td>
</tr>
<tr>
<td>(i)</td>
<td>a firm with permission to carry on only retail investment activities;</td>
<td></td>
</tr>
<tr>
<td>(ia)</td>
<td>a firm with permission only to advise on P2P agreements (unless that activity is carried on exclusively with or for professional clients);</td>
<td></td>
</tr>
<tr>
<td>(j)</td>
<td>a firm with permission to carry on only insurance distribution activity, home finance mediation activity, or both;</td>
<td></td>
</tr>
<tr>
<td>(ja)</td>
<td>an FCA-authorised person with permission to carry on only credit-related regulated activity;</td>
<td></td>
</tr>
<tr>
<td>(jb)</td>
<td>a firm with permission to carry on only regulated claims management activities;</td>
<td></td>
</tr>
<tr>
<td>(k)</td>
<td>a firm falling within a combination of (i), (ia), (j), (ja) and (jb).</td>
<td></td>
</tr>
<tr>
<td>(l)</td>
<td>a firm with permission to carry on only the regulated activity of administering a benchmark;</td>
<td></td>
</tr>
<tr>
<td>SUP 16.6</td>
<td>Bank</td>
<td>SUP 16.6.4 R to SUP 16.6.5 R</td>
</tr>
<tr>
<td>Depositary of an authorised fund</td>
<td></td>
<td>SUP 16.6.6R to SUP 16.6.11R</td>
</tr>
<tr>
<td>SUP 16.7A</td>
<td>A firm subject to the requirement in SUP 16.7A.3 R or SUP 16.7A.5 R</td>
<td>Sections as relevant</td>
</tr>
<tr>
<td>SUP 16.8</td>
<td>Insurer with permission to effect or carry out life policies, unless it is a non-directive friendly society</td>
<td>Entire section</td>
</tr>
<tr>
<td></td>
<td>Firm with permission to establish, operate or wind up a personal pension scheme or a stakeholder pension scheme</td>
<td>Entire section</td>
</tr>
<tr>
<td>SUP 16.9</td>
<td>Firm with permission to advise on investments; arrange (bring about) deals in investments; make arrangements with a view to transactions in investments; or arrange safeguarding and administration of assets</td>
<td>Entire section</td>
</tr>
</tbody>
</table>
### SUP 16 : Reporting requirements

<table>
<thead>
<tr>
<th>(1) Section(s)</th>
<th>(2) Categories of firm to which section applies</th>
<th>(3) Applicable rules and guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUP 16.10</td>
<td>All categories of firm except:</td>
<td>Entire section</td>
</tr>
<tr>
<td></td>
<td>(a) an ICVC;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(b) a UCITS qualifier; and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(c) [deleted]</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(d) a dormant account fund operator.</td>
<td></td>
</tr>
<tr>
<td>SUP 16.11</td>
<td>(1) A firm, other than a managing agent, which is:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a) a home finance provider; or</td>
<td>Entire section</td>
</tr>
<tr>
<td></td>
<td>(b) an insurer; or</td>
<td>Entire section</td>
</tr>
<tr>
<td></td>
<td>(c) the operator of a regulated collective investment scheme or an investment trust savings scheme; or</td>
<td>Entire section</td>
</tr>
<tr>
<td></td>
<td>(d) a person who issues or manages the relevant assets of the issuer of a structured capital-at-risk product; or</td>
<td>Entire section</td>
</tr>
<tr>
<td></td>
<td>(e) a firm with permission to enter into a regulated credit agreement as lender in respect of high-cost short-term credit or home credit loan agreements; or</td>
<td>Entire section</td>
</tr>
<tr>
<td></td>
<td>(2) a firm in whom the rights and obligations of the lender under a regulated mortgage contract are vested.</td>
<td>The provisions governing performance data reports in SUP 16.11 and SUP 16 Annex 21</td>
</tr>
<tr>
<td>SUP 16.12</td>
<td>A firm undertaking the regulated activities as listed in SUP 16.12.4 R, unless exempted in SUP 16.12.1 G</td>
<td>Sections as relevant to regulated activities as listed in SUP 16.12.4 R</td>
</tr>
<tr>
<td>SUP 16.14</td>
<td>A CASS large firm and a CASS medium firm</td>
<td>Entire section</td>
</tr>
<tr>
<td>SUP 16.18</td>
<td>A full-scope UK AIFM and a small authorised UK AIFM</td>
<td>SUP 16.8.3 R</td>
</tr>
<tr>
<td>SUP 16.20</td>
<td>An IFPRU 730k firm and a qualifying parent undertaking that is required to send a recovery plan, a group recovery plan or information for a resolution plan to the FCA</td>
<td>Entire Section</td>
</tr>
<tr>
<td>SUP 16.23</td>
<td>A firm subject to the Money Laundering Regulations and within the scope of SUP 16.23.1R</td>
<td>Entire Section</td>
</tr>
<tr>
<td>SUP 16.23A</td>
<td>A firm undertaking the regulated activities in SUP 16.23A.1R, including all incoming EEA firms or incoming Treaty firms (including those providing cross border services and undertaking the same activities)</td>
<td>Entire section</td>
</tr>
</tbody>
</table>
(1) This chapter contains requirements to report to the FCA on a regular basis. These requirements include reports relating to a firm’s financial condition, and to its compliance with other rules and requirements which apply to the firm. Where the relevant requirements are set out in another section of the Handbook, this chapter contains cross references. An example of this is financial reporting for insurers and friendly societies.

(2) Where such requirements already apply to a firm under legislation other than the Act, they are not referred to in this chapter. An example of this is reporting to the FCA by building societies under those parts of the Building Societies Act 1986 which have not been repealed.

(3) Requirements for individual firms reflect:
   (a) the category of firm;
   (b) the nature of business carried on;
   (c) whether a firm has its registered office (or if it does not have a registered office, its head office) in the United Kingdom;
   (d) whether a firm is an incoming EEA firm or incoming Treaty firm; and
   (e) the regulated activities the firm undertakes.

[deleted]

[deleted]

Where a PRA-authorised person is required to notify or provide any information to (a) the FCA by a PRA Handbook provision and (b) the FCA by the equivalent provision in the FCA Handbook, the PRA-authorised person is expected to comply with both provisions.
16.2 Purpose

(1) In order to discharge its functions under the Act, the FCA needs timely and accurate information about firms. The provision of this information on a regular basis enables the FCA to build up over time a picture of firms' circumstances and behaviour.

(2) Principle 11 requires a firm to deal with its regulators in an open and cooperative way, and to disclose to the FCA appropriately anything relating to the firm of which the FCA would reasonably expect notice. The reporting requirements are part of the FCA approach to amplifying Principle 11 by setting out in more detail the information that the FCA requires. They supplement the provisions of SUP 2 (Information gathering by the FCA or PRA on its own initiative) and SUP 15 (Notifications to the FCA). The reports required under these rules help the FCA to monitor firms' compliance with Principles governing relationships between firms and their customers, with Principle 4, which requires firms to maintain adequate financial resources, and with other requirements and standards under the regulatory system.

(3) The FCA has supervisory functions under the Payment Services Regulations and the Electronic Money Regulations. In order to discharge these functions, the FCA requires the provision of information on a regular basis. SUP 16.13 sets out the information that the FCA requires from payment service providers to assist it in the discharge of its functions as well as directions and guidance on the periodic reports that are required under the Payment Services Regulations. SUP 16.15 sets out the information that the FCA requires from electronic money issuers to assist it in discharging its functions and responsibilities under the Electronic Money Regulations.
16.3 General provisions on reporting

Application

16.3.1 The effect of SUP 16.1.1 R is that this section applies to every firm except:

1. an ICVC;
2. an incoming EEA firm or incoming Treaty firm, which is not:
   a. a firm of a type listed in SUP 16.1.3 R as a firm to which section SUP 16.6 or SUP 16.12 applies;
   b. an insurer with permission to effect or carry out life policies;
3. a UCITS qualifier.

Structure of the chapter

16.3.2 This chapter has been split into the following sections, covering:

1. annual controllers reports (SUP 16.4);
2. annual close links reports (SUP 16.5);
3. compliance reports (SUP 16.6);
4. [deleted]
4A. annual report and accounts (SUP 16.7A);
5. persistency reports (SUP 16.8);
6. annual appointed representatives reports (SUP 16.9);
7. verification of firm details (SUP 16.10);
8. product sales data reporting (SUP 16.11);
9. integrated regulatory reporting (SUP 16.12);
10. reporting under the Payment Services Regulations (SUP 16.13);
11. client money and asset return (SUP 16.14);
12. reporting under the Electronic Money Regulations (SUP 16.15); and
13. prudent valuation reporting (SUP 16.16);
(14) remuneration reporting (SUP 16.17);

(15) AIFMD reporting (SUP 16.18);

(16) reporting under the MCD Order for CBTL firms (SUP 16.21).

(17) reporting under the Payment Accounts Regulations (SUP 16.22);

(18) annual financial crime reporting (SUP 16.23);

(18A) employers’ liability register compliance reporting (SUP 16.23A);

(19) retirement income data reporting (SUP 16.24);

(20) claims management reporting (SUP 16.25); and

(21) Directory persons information reporting (SUP 16.26).

16.3.3 The annual controllers, annual close links, persistency and annual appointed representatives reports sections are the same for all categories of firm to which they apply.

16.3.4 The compliance section is set out by category of firm, with detailed requirements set out in tables giving:

(1) a brief description of each report;

(2) the frequency with which the report is required; and

(3) the due date for submission of the report.

16.3.5 Further requirements about the reports, such as form and content, are set out in the sections for each category of firm, where this is appropriate. In many cases, however, it is more appropriate to provide this information by means of a separate annex; in these cases the relevant section refers to the annex.

How to submit reports

16.3.6 A periodic report required to be submitted under this chapter, or under any other rule, must be submitted in writing in accordance with SUP 16.3.7 R to SUP 16.3.10 G, unless:

(1) a contrary intention appears; or

(2) the report is required under the listing rules.

16.3.7 A report or data item must:

(1) give the firm reference number (or all the firm reference numbers in those cases where a report is submitted on behalf of a number of firms, as set out in SUP 16.3.25 G); and
(2) if submitted in paper form, be submitted with the cover sheet contained in SUP 16 Annex 13 R fully completed.

### 16.3.8 R
A written report must be delivered to the FCA by one of the methods listed in SUP 16.3.9 R.

### 16.3.9 R
**Method of submission of reports (see SUP 16.3.8 R)**

<table>
<thead>
<tr>
<th>Method of delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Post or hand deliver to the published address of the FCA for submission of reports. If hand delivering mark the report for the attention of ‘Central Reporting’ and obtain a dated receipt.</td>
</tr>
<tr>
<td>2. [deleted]</td>
</tr>
<tr>
<td>3. Electronic mail to the published e-mail address of the FCA’s Central Reporting team.</td>
</tr>
<tr>
<td>4. Online submission via the appropriate systems accessible from the FCA website</td>
</tr>
</tbody>
</table>

### 16.3.10 G
(1) The published address of the FCA for postal submission of reports is:

| Central Reporting  
The Financial Conduct Authority  
PO BOX 35747  
London E14 5WP |

(2) The published address of the FCA for hand delivery of reports is:

| (a) Central Reporting  
The Financial Conduct Authority  
12 Endeavour Square  
London, E20 1JN |

if the *firm’s* usual supervisory contact at the FCA is based in London, or:

| (b) Central Reporting  
The Financial Conduct Authority  
Quayside House  
127 Fountainbridge  
Edinburgh EH3 8DJ |

if the *firm’s* usual supervisory contact at the FCA is based in Edinburgh.

(3) The current published email address for the FCA’s Central Reporting team is regulatory.reports@fca.org.uk Please note that the Central Reporting team does not handle general correspondence between *firms* and the FCA, and will not respond to queries. Accordingly, *firms*
should not make submissions to the Central Reporting team’s email address other than as directed in §SUP 16.3.8R.

**Complete reporting**

16.3.11 R A firm must submit reports required under this chapter to the FCA containing all the information required.

16.3.12 G §SUP 15.6 refers to and contains requirements regarding the steps that firms must take to ensure that information provided to the FCA is accurate and complete. Those requirements apply to reports required to be submitted under this chapter.

**Timely reporting**

16.3.13 R (1) A firm must submit a report required by this chapter in the frequency, and so as to be received by the FCA no later than the due date, specified for that report.

(2) If the due date for submission of a report required by this chapter falls on a day which is not a business day, the report must be submitted so as to be received by the FCA no later than the first business day after the due date.

(3) If the due date for submission of a report required by this chapter is a set period of time after the quarter end, the quarter ends will be the following dates, unless another rule or the reporting form states otherwise:
   (a) the firm’s accounting reference date;
   (b) 3 months after the firm’s accounting reference date;
   (c) 6 months after the firm’s accounting reference date; and
   (d) 9 months after the firm’s accounting reference date.

(4) If the due date for submission of a report required by this chapter is a set period of time after the end of a half-year, a quarter, or a month, the dates will be determined by (a) or (b) below except where otherwise indicated:
   (a) the firm’s accounting reference date; or
   (b) monthly, 3 monthly or 6 months after the firm’s accounting reference date, as the case may be.

**Failure to submit reports**

16.3.14 R If a firm does not submit a complete report by the date on which it is due in accordance with the rules in, or referred to in, this chapter or the provisions of relevant legislation and any prescribed submission procedures, the firm must pay an administrative fee of £250.

16.3.14A G Failure to submit a report in accordance with the rules in, or referred to in, this chapter or the provisions of relevant legislation may also lead to the imposition of a financial penalty and other disciplinary sanctions. A firm may
be subject to reporting requirements under relevant legislation other than the Act, not referred to in this chapter. An example of this is reporting to the FCA by building societies under those parts of the Building Societies Act 1986 which have not been repealed (see ■ SUP 16.1.4 G). If it appears to the FCA that, in the exceptional circumstances of a particular case, the payment of any fee would be inequitable, the FCA may reduce or remit all or part of the fee in question which would otherwise be payable (see ■ FEES 2.3).

16.3.15 G The FCA may from time to time send reminders to firms when reports are overdue. Firms should not, however, assume that the FCA has received a report merely because they have not received a reminder.

16.3.16 G The firm is responsible for ensuring delivery of the required report by the due date. If a report is received by the FCA after the due date and the firm believes its delivery arrangements were adequate, it may be required to provide proof of those arrangements. Examples of such proof would be:

(1) "proof of posting" receipts from a UK post office or overseas equivalent which demonstrates that the report was posted early enough to allow delivery by the due date in accordance with the delivery service standards prescribed by the relevant postal authority; or

(2) recorded postal delivery receipts showing delivery on the required day; or

(3) records of a courier service provider showing delivery on the required day.

Change of accounting reference date

16.3.17 R (1) A firm must notify the FCA if it changes its accounting reference date.

(2) When a firm extends its accounting period, it must make the notification in (1) before the previous accounting reference date.

(3) When a firm shortens its accounting period, it must make the notification in (1) before the new accounting reference date.

(4) ■ SUP 16.10.4A R to ■ SUP 16.10.4C G (Requirement to check the accuracy of standing data and to report changes to the FCA) apply to any notification made under (1).

16.3.18 G ■ SUP 16.2.1 G emphasises the importance to the FCA of timely and accurate information. The extension of a firm’s accounting period to more than 15 months may hinder the timely provision of relevant and important information to the FCA. This is because many due dates for reporting to the FCA are linked to firms’ accounting reference dates. Indeed, for some categories of firm, the only reports required by the FCA have due dates for submission which are linked to the firm’s accounting reference date. If the extension of a firm’s accounting period appears likely to impair the effectiveness of the FCA supervisory work, the FCA may take action to ensure that it continues to receive the information it requires on a
timely basis.

**16.3.19** If more than one *firm* in a *group* intends to change its *accounting reference date* at the same time, a single notification may be given to the FCA, as described in **SUP 15.7.8 G**.

**Notifications regarding financial information reporting under the EU CRR**

**16.3.19A** [deleted]

**16.3.19B** [deleted]

**Underwriting agents: submission to the Society of Lloyd's**

**16.3.20**

(1) [deleted]

(2) [deleted]

**16.3.21** [deleted]

**Service of Notices Regulations**

**16.3.22** The *Financial Services and Markets Act 2000 (Service of Notices) Regulations 2001* (SI 2001/1420) contain provisions relating to the service of documents on the FCA. They do not apply to reports required under **SUP 16**, because of the specific rules in this section.

**Confidentiality and sharing of information**

**16.3.23** When the FCA receives a report which contains confidential information and whose submission is required under this chapter, it is obliged under **Part 23** of the Act (Public Record, Disclosure of Information and Co-operation) to treat that information as confidential. (See **SUP 2.2.4G**)

**16.3.24** **SUP 2.3.12AG** states that the FCA may pass to other regulators information which it has in its possession. Such information includes information contained in reports submitted under this chapter. The FCA’s disclosure of information to other regulators is subject to **SUP 2.2.4G** (Confidentiality of information).

**Reports from groups**

**16.3.25** If this chapter requires the submission of a report or *data item* covering a *group*, a single report or *data item* may be submitted, and so satisfy the requirements of all *firms* in the *group*. Such a report or *data item* should contain the information required from all of them, meet all relevant due dates and indicate all the *firms* on whose behalf it is submitted; if necessary a separate covering sheet should list the *firms* on whose behalf a report or *data item* is submitted. Nevertheless, the requirement to provide a report or *data item*, and the responsibility for the report or *data item*, remains with
each firm in the group. However, reporting requirements that apply to a firm, by reason of the firm being a member of a financial conglomerate, are imposed on only one member of the financial conglomerate (see, for example, SUP 16.12.32 R).

16.3.26 Examples of reports covering a group are:

(1) the compliance reports required from banks under SUP 16.6.4 R;

(2) annual controllers reports required under SUP 16.4.5 R;

(3) annual close links reports required under SUP 16.5.4 R

(4) consolidated financial reports required from banks under SUP 16.12.5 R;

(5) consolidated reporting statements required from securities and futures firms under SUP 16.12.11 R;

(6) reporting in relation to defined liquidity groups under SUP 16.12.
16.4 Annual controllers report

Application

16.4.1 This section applies to every firm except those firms excluded from its operation by SUP 16.1.1 R and SUP 16.1.3 R.

16.4.2 This section may be of relevance to a directive friendly society:

(1) if it has 10 members or less;

(2) if it has a delegate voting system and has 10 delegates or less; or

(3) if it has 20 members or less and effects or carries out group insurance contracts where one person may exercise one vote on behalf of the members of a group and one vote in their private capacity; or where a member or delegate, whether alone or acting in concert, is entitled to exercise, or control the exercise of, 10% or more of the total voting power.

16.4.2A This section may be of relevance to non-directive firms.

16.4.3 Requirements for notifications of a change in control can be found in SUP 11 (Controllers and close links).

Purpose

16.4.4 A firm and its controllers are required to notify certain changes in control (see SUP 11 (Controllers and close links)). The purpose of the rules and guidance in this section is:

(1) to ensure that, in addition to such notifications, the FCA receives regular and comprehensive information about the identities of all of the controllers of a firm, which is relevant to a firm's continuing to satisfy the effective supervision threshold conditions;

(2) to implement certain requirements relating to annual reporting of controllers which must be imposed on firms under the Investment Services Directive, the Banking Consolidation Directive and the Solvency II Directive; and
Section 16.4: Annual controllers report requirements

(3) to support the regulatory functions under Part 12 of the Act (Notices of acquisitions of control over UK authorised persons) (see SUP 11 (Controllers and close links)).

### Reporting requirement

<table>
<thead>
<tr>
<th>16.4.5 R</th>
<th>[deleted]</th>
</tr>
</thead>
<tbody>
<tr>
<td>16.4.6 G</td>
<td>[deleted]</td>
</tr>
<tr>
<td>16.4.7 G</td>
<td>If a group includes more than one firm, a single annual controllers report may be submitted, and so satisfy the requirements of all firms in the group. Such a report should contain the information required from all of them, meet all relevant due dates, indicate all the firms on whose behalf it is submitted and give their firm reference numbers. Nevertheless, the requirement to provide a report, and the responsibility for the report, remain with each firm in the group.</td>
</tr>
<tr>
<td>16.4.8 G</td>
<td>[deleted]</td>
</tr>
<tr>
<td>16.4.9 G</td>
<td>Firms are reminded of the requirement in SUP 11.4.10 R to take reasonable steps to keep themselves informed about the identity of their controllers.</td>
</tr>
</tbody>
</table>

### Exceptions: mutuals and building societies

| 16.4.10 R | If a firm is a mutual or a building society, then it is required to submit a report under SUP 16.4.5 R only if it is aware that it has a controller. |
| 16.4.11 R | In SUP 16.4.5 R and SUP 16.4.10 R, a building society may regard a person as not being a controller if that person is exempt from the obligation to notify a change in control under The Financial Services and Markets Act 2000 (Controllers) (Exemption) Order 2009 (SI 2009/774) (see SUP 11.3.2A G (2)). |
Exception: insurers

An insurer need not submit a report under SUP 16.4.5R to the extent that the information has already been provided to the PRA under requirements in the PRA Rulebook.
16.5 Annual Close Links Reports

Application

16.5.1 G This section applies to every firm listed in SUP 11.1.1 R (1) to SUP 11.1.1 R(8), except those firms excluded from its operation by SUP 16.1.1 R and SUP 16.1.3 R or which have elected to report on a monthly basis in accordance with SUP 11.9.5 R.

Purpose

16.5.2 G A firm is required to notify the appropriate regulator of changes to its close links (see SUP 11.9). The effective supervision threshold conditions provide that, if a firm has close links with another person, the matters which are relevant in determining whether a firm satisfies the condition of being capable of being effectively supervised include:

1. the nature of the relationship between the firm and that person;
2. whether those links or that relationship are likely to prevent the appropriate regulator’s effective supervision of the firm; and
3. if the person is subject to the laws, regulations or administrative provisions of a territory which is not an EEA State, whether those foreign provisions, or any deficiency in their enforcement, would prevent the appropriate regulator’s effective supervision of the firm.

16.5.3 G The purposes of the rules and guidance in this section are:

1. to ensure that, in addition to such notifications, the appropriate regulator receives regular and comprehensive information about the identities of all persons with whom a firm has close links, which is relevant to a firm’s continuing to satisfy the effective supervision threshold conditions and to the protection of consumers; and
2. to implement certain requirements relating to the provision of information on close links which must be imposed on firms under the ‘Post-BCCI Directive’.

Report

16.5.4 R

1. [deleted]
2. [deleted]
(3) [deleted]

(4) [deleted]

(5) [deleted]

(6) A firm must submit a report to the appropriate regulator annually by completing the Close Links Annual Report in §SUP 16 Annex 36A which must be sent electronically to the appropriate regulator within four months of the firm's accounting reference date.

16.5.4A R If a group includes more than one firm, a single close links notification may be made by completing the Annual Close Links Report and so satisfy the notification requirement for all firms in the group. Nevertheless, the requirement to notify, and the responsibility for notifying, remains with each firm in the group.

16.5.5 G [deleted]

16.5.6 G If a group includes more than one firm, a single annual close links report may be submitted and so satisfy the requirements of all firms in the group. Such a report should contain the information required from all of them, meet all relevant due dates, indicate all the firms on whose behalf it is submitted and give their firm reference numbers. Nevertheless, the requirement to provide a report, and the responsibility for the report, remain with each firm in the group.

16.5.7 G [deleted]

16.5.8 R If a firm is an unincorporated friendly society, then it is only required to submit a report under §SUP 16.5.4 R if it is aware that it has close links.
16.6 Compliance reports

Application

16.6.1 G The effect of SUP 16.1.1 R is that this section applies to every firm within a category listed in the left hand column of the table in SUP 16.6.2 G.

16.6.2 G Applicable provisions of this section (see SUP 16.6.1 G)

<table>
<thead>
<tr>
<th>Category of firm</th>
<th>Applicable provisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank</td>
<td>SUP 16.6.4 R - SUP 16.6.5 R</td>
</tr>
<tr>
<td>Depositary of an authorised fund</td>
<td>SUP 16.6.6 R - SUP 16.6.11R</td>
</tr>
</tbody>
</table>

Purpose

16.6.3 G [deleted]

16.6.3A G The FCA performs part of its supervision work by reviewing and analysing information about firms' records of compliance with the requirements and standards under the regulatory system. The type of report the FCA requires will vary, depending on the type of business a firm undertakes. This information helps the FCA to determine whether a firm is complying with the requirements applicable to its business, and what procedures it is operating to ensure its compliance.

16.6.3B G [deleted]

Banks

16.6.4 R A bank must submit compliance reports to the FCA.

16.6.5 R Compliance reports from a bank (see SUP 16.6.4 R)
### Report Frequency Due date

<table>
<thead>
<tr>
<th>Report</th>
<th>Frequency</th>
<th>Due date</th>
</tr>
</thead>
<tbody>
<tr>
<td>List of all overseas regulators for each legal entity in the firm’s group</td>
<td>Annually</td>
<td>6 months after the firm’s accounting reference date</td>
</tr>
<tr>
<td>Organogram showing the authorised entities in the firm’s group</td>
<td>Annually</td>
<td>6 months after the firm’s accounting reference date</td>
</tr>
</tbody>
</table>

### Depositories of authorised funds

**16.6.6** A depositary of an authorised fund must submit compliance reports in accordance with **SUP 16.6.7 R**.

**16.6.7** Compliance reports from depositaries of authorised funds (see **SUP 16.6.6R**)

<table>
<thead>
<tr>
<th>Report</th>
<th>Frequency</th>
<th>Due date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breach report on the authorised fund manager’s breaches as set out in SUP 16.6.8R(1A)</td>
<td>Monthly</td>
<td>30 business days after month end</td>
</tr>
<tr>
<td>Oversight report on the depositary’s oversight visits as set out in SUP 16.6.8R(1B)</td>
<td>Quarterly</td>
<td>30 business days after quarter end (Note)</td>
</tr>
</tbody>
</table>

**Note:** The quarter ends are 31 March, 30 June, 30 September and 31 December.

**16.6.8**

(1A) The breach report from a depositary of an authorised fund to the FCA must include, for each authorised fund for which it is a depositary:

(a) details of all breaches of COLL or FUND, which came to the depositary’s attention or which were reported to the depositary by the authorised fund manager, during the previous month;

(b) details of any changes to the reported details of an existing breach, whether reported under **SUP 16.6.8R(1A)** or otherwise;

(c) details of all breaches that were reported, whether reported under **SUP 16.6.8R(1A)** or otherwise, and that have been closed during the previous month; and

(d) whether the authorised fund manager has, in the opinion of the depositary, adequate controls over:

(i) the issue and cancellation of units as detailed in **COLL 6.2** (Dealing); and

(ii) valuation and pricing as detailed in **COLL 6.3** (Valuation and pricing).

(1B) The oversight report from the depositary to the FCA must include:

(a) details of each authorised fund manager visited during the previous quarter; and
(b) for each area reviewed:

(i) the findings and conclusions of the depositary;

(ii) its recommendations; and

(iii) the authorised fund manager’s response and comments, where available.

(2) [deleted]

(2A) [deleted]

(3) [deleted]

16.6.9  [deleted]

16.6.10  [G]

(1) A depositary should report a breach only once under SUP 16.6.8R(1A)(a) and once under SUP 16.6.8R(1A)(c). When both reports are made in the same month, only a single entry in the form is required. Under SUP 16.6.8R(1A)(b) a depositary should report changes to the reported details of existing breaches.

(2) A separate line should be entered on the form for each rule breached. For example, a breach of the investment limits in COLL 5.2.11R that results in incorrect pricing of the scheme contrary to COLL 6.3.3R should be recorded as two entries, with the same reference.

(3) Under SUP 16.6.8R(1A)(c) a depositary should report all breaches that have been closed during the previous month. A breach can be closed in a number of ways. For example:

(a) A breach that does not involve changes to systems and controls may be considered closed when, in the opinion of the depositary, the authorised fund manager has taken all necessary action to rectify the breach.

(b) A breach that requires changes to systems and controls that cannot be implemented promptly, may nevertheless be considered closed when, in the opinion of the depositary, the authorised fund manager has implemented an effective temporary control to resolve the issue, taking into account the interests of Unitholders.

(4) A depositary should not consider a breach closed until any applicable compensation has been paid to the scheme and/or to Unitholders.

16.6.11  [R]

(1) A depositary must submit its breach report under SUP 16.6.8R(1A) using the form REP011 in SUP 16 Annex 12AR.

(2) A depositary must submit its oversight report under SUP 16.6.8R(1B) using the form REP012 in SUP 16 Annex 12AR.
(3) A depositary must submit the forms in SUP 16 Annex 12AR:

(a) online through the appropriate systems accessible from the FCA’s website; or

(b) if the appropriate systems are unavailable, via email to fundsupervision@fca.org.uk.
16.7A  Annual report and accounts

Application

This section applies to every firm in the regulatory activity group (RAG) set out in column (1), which is a type of firm in column (2), of the tables in SUP 16.7A.3 R and SUP 16.7A.5 R, except:

1. an incoming EEA firm with permission for cross border services only;
2. an incoming EEA firm in relation to its carrying on of bidding in emissions auctions;
3. an oil market participant that is not subject to the requirements of IPRU(INV) Chapter 3;
4. an authorised professional firm other than:
   a. a firm that must comply with IPRU(INV) 3, 5 or 13 in accordance with IPRU(INV) 2.1.4R; or
   b. a CASS debt management firm;
5. an authorised professional firm if the only regulated activity it carries on is credit-related regulated activity as a non-mainstream regulated activity;
6. a financial conglomerate; and
7. a local authority.

Purpose

The purpose of this section is to require firms to submit their annual report and accounts, and the annual report and accounts of their mixed activity holding companies, to the FCA online through the appropriate systems accessible from the FCA’s website. This information is used in the monitoring of firms both individually and collectively.

Requirement to submit annual report and accounts

A firm in the RAG in column (1) and which is a type of firm in column (2) must submit its annual report and accounts to the FCA annually on a single entity basis.

<table>
<thead>
<tr>
<th>(1)</th>
<th>(2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAG</td>
<td>Firm type</td>
</tr>
</tbody>
</table>
Exceptions from the requirement to submit an annual report and accounts

16.7A.4 (1) An adviser (as referred to in IPRU(INV) 3-60(4)(R)), is only required to submit the annual report and accounts if:
   (a) it is a partnership or body corporate; and
   (b) the annual report and accounts were audited as a result of a statutory provision other than under the Act.

(2) A service company is only required to submit the annual report and accounts if the reports and accounts were audited as a result of a statutory provision other than under the Act.
Requirement to submit annual report and accounts for mixed activity holding companies

A firm in the RAG group in column (1), which is a type of firm in column (2) and whose ultimate parent is a mixed activity holding company must:

1. submit the annual report and accounts of the mixed activity holding company to the FCA annually; and
2. notify the FCA that it is covered by this reporting requirement by email using the email address specified in § SUP 16.3.10 G (3), by its accounting reference date.

<table>
<thead>
<tr>
<th>(1) RAG</th>
<th>(2) Firm type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>UK bank</td>
</tr>
<tr>
<td>3</td>
<td>IFPRU investment firm BIPRU firm</td>
</tr>
<tr>
<td>4</td>
<td>IFPRU investment firm BIPRU firm</td>
</tr>
<tr>
<td>7</td>
<td>IFPRU investment firm BIPRU firm</td>
</tr>
</tbody>
</table>

Where a number of firms in the same group share the same mixed activity holding company parent, only one firm in the group is required to provide the report.

Method for submitting annual accounts and reports

Firms must submit the annual report and accounts to the FCA online through the appropriate systems accessible from the FCA’s website, using the form specified in § SUP 16 Annex 1A.

Time period for firms submitting their annual report and accounts

Firms must submit their annual report and accounts in accordance with § SUP 16.7A.3 R within the following deadlines:

1. for a non-EEA bank, within 7 months of the accounting reference date;
2. for the Society or a service company, within 6 months of the accounting reference date; and
3. for all other firms, within 80 business days of the accounting reference date.
Time period for firms submitting annual report and accounts for mixed activity holding companies

16.7A.9 Firms must submit the annual report and accounts of a mixed activity holding company in accordance with SUP 16.7A.5 R within 7 months of their accounting reference date.
16.8 Persistency reports from insurers and data reports on stakeholder pensions

Application

16.8.1 The effect of SUP 16.1.1 R is that this section applies to:

(1) every insurer with permission to effect or carry out life policies, unless it is a non-directive friendly society; and

(2) every firm with permission to establish, operate or wind up a stakeholder pension scheme.

Purpose

16.8.2 The purpose of this section is to enable information on the persistency of life policies and data on stakeholder pensions to be prepared and provided to the FCA in a standard format. This information is used in the monitoring of firms both individually and collectively.

Requirement to submit persistency and data reports

16.8.3 (1) An insurer with a permission to effect or carry out life policies must submit to the FCA a persistency report in respect of life policies by 30 April each year in accordance with this section.

(2) A firm with permission to establish, operate or wind up a stakeholder pension scheme must submit to the FCA:

(a) a data report on stakeholder pensions by 30 April each year using the form specified in SUP 16 Annex 6R.

(b) [deleted]

Alternative year end date

16.8.3A (1) A firm may submit persistency and a data report for a 12 month period ending within 4 months of its accounting reference date if:

(a) it has notified the FCA of this intention by email using the email address specified in SUP 16.3.10 G (3) no later than the firm’s accounting reference date; and

(b) it either:
(i) has an accounting reference date other than 31 December; or
(ii) undertakes industrial assurance policy business.

How to submit persistency and data reports

16.8.3B Firms required to submit reports as set out in SUP 16.8.3 R (1) and SUP 16.8.3 R (2) must do so online through the appropriate systems accessible from the FCA’s website.

Interpretation of this section

16.8.4 In this section, and in SUP 16 Annex 6:

(1) '12 month report' means the part of a persistency report or data report reporting on life policies or stakeholder pensions effected in Y-2, '24 month report' means the part of a persistency report or data report reporting on life policies or stakeholder pensions effected in Y-3, and so on;

(2) 'CC' means the number of life policies or stakeholder pensions which:
   (a) were effected during the period to which the calculation relates; and
   (b) are reported on in the persistency report or data report (see SUP 16.8.8 R to SUP 16.8.15 R);

(3) 'CF' means the number of life policies or stakeholder pensions within 'CC' which are treated as in force at the end of Y-1 or, for a report under SUP 16.8.3 R (2) (b), the relevant 12 month period (see SUP 16.8.16 R to SUP 16.8.18 R);

(4) 'contract anniversary' means the anniversary of the date on which the life policy or stakeholder pension was effected falling within Y-1;

(5) 'data report' means a report in respect of stakeholder pensions complying with SUP 16.8.19 R to SUP 16.8.21 R;

(6) [deleted]

(7) 'group personal pension policy' means a life policy which is not a separate pension scheme, effected under a collecting arrangement made for the employees of a particular employer to participate in a personal pension arrangement on a group basis;

(8) [deleted]

(9) 'mortgage endowment' means an endowment assurance effected or believed to be effected for the purposes of paying off a loan on land;

(10) 'new', in relation to a stakeholder pension, has the meaning given in SUP 16.8.11 R (2);

(11) 'ordinary assurance policy' means a life policy which is not an industrial assurance policy;
(12) 'other life assurance' means a life policy other than a pension policy, endowment assurance or whole life assurance;

(13) 'other pension policy' means a pension policy other than a personal pension policy;

(14) 'persistency rate' means a rate calculated using this formula: CF x 100/ CC (see the example in §SUP 16.8.5G);

(15) 'persistency report' means a report in respect of life policies and stakeholder pensions complying with §SUP 16.8.19A R and §SUP 16.8.21 R;

(16) 'regular premium life policy' means a life policy where there is (or could be, or has been) a commitment by the policyholder to make a regular stream of contributions (for example by means of a direct debit mandate);

(17) 'regular premium stakeholder pension' means a stakeholder pension where there is (or could be, or has been) a commitment by the policyholder to make a regular stream of contributions;

(18) 'single premium life policy' means a life policy that is not a regular premium life policy, except that a recurrent single premium life policy must be treated as a regular premium life policy;

(19) 'single premium stakeholder pension' means a stakeholder pension which is not a regular premium stakeholder pension, except that a recurrent single premium stakeholder pension must be treated as a regular premium stakeholder pension;

(20) 'stakeholder pension' means an individual's rights under a stakeholder pension scheme;

(21) 'substitute', in relation to stakeholder pension, has the meaning given in §SUP 16.8.11 R (2);

(22) 'Y' means the year in which the report must be submitted, 'Y-1' means the preceding year, 'Y-2' means the next earlier year and so on; and

(23) 'year' means calendar year, unless §SUP 16.8.3AR (1) applies in which case it means the 12 month period notified to the FCA.

Example of calculation of persistency rate for life policies that commenced during 1996 (see §SUP 16.8.3 R)
16.8.6 **G** Firms are reminded that annuity contracts other than deferred annuity contracts are not within the definition of ‘life policy’.

16.8.7 **R** [deleted]

### Life policies and stakeholder pensions to be reported on in the persistency or data reports

16.8.8 **R** A persistency report or data report must report on a life policy or stakeholder pension if:

1. it is not of a type listed in **SUP 16.8.13 R** or **SUP 16.8.14 R**;

2. it was effected by:
   - (a) the **firm** submitting the report; or
   - (b) an unauthorised member of the **group** of the **firm** submitting the report and in circumstances in which that **firm** was responsible for the promotion of that life policy or stakeholder pension; or
   - (c) another **firm**, but is being carried out by the **firm** submitting the report; and

3. the **person** who sold it or who was responsible for its promotion was, in so doing, subject to **rules** in **COBS**.

16.8.9 **G** Life policies and stakeholder pensions falling within **SUP 16.8.8 R** (2) (c) are those which have been transferred from another **firm**, for example under an insurance business transfer scheme under Part 7 of the Act (Control of Business Transfers).
16.8.10  Life policies falling within SUP 16.8.8 R, which were sold subject to the conduct of business rules of a previous regulator, need to be reported only if they were required to be reported on by the rules of the previous regulator of the firm submitting the report.

16.8.11  (1) A life policy or stakeholder pension which was issued in substitution for a similar contract may be treated as being effected on the inception date of the previous life policy or stakeholder pension, provided that the firm is satisfied that no loss to the policyholder is attributable to the substitution.

(2) A stakeholder pension which is treated as in (1) is a "substitute" stakeholder pension. A "new" stakeholder pension is any other stakeholder pension.

16.8.12  Examples of loss to the policyholder under SUP 16.8.11 R are losses resulting from higher charges and more restrictive benefits and options.

16.8.13  A persistency or data report must not report on any of the following:

(1) a life policy or stakeholder pension that was cancelled from inception whether or not this was as a result of service of a notice under the rules on cancellation (COBS 15);

(2) [deleted]

(3) a life policy (excluding income withdrawal) or stakeholder pension which has terminated as a result of death, critical illness, retirement, maturity or other completion of the contract term;

(4) income withdrawals that have ceased as a result of the death of the policyholder;

(5) in the case of a persistency report only, a life policy which is a stakeholder pension;

(6) a life policy purchased by the trustees of an occupational pension scheme which is a defined benefits pension scheme;

(7) a life policy purchased by the trustees of an executive money purchase occupational pension scheme.

16.8.14  A persistency report required by SUP 16.8.3 R need not contain information:

(1) on a life policy if the number of life policies on substantially the same terms effected by the relevant firm (or member of the firm’s group) in the relevant year did not exceed the higher of fifty and 1% of the total reportable life policies effected by the person in that year; and

(2) on life policies and stakeholder pensions if a firm has no life policies or stakeholder pensions to report on in SUP 16 Annex 6R.
In circumstances where a firm has no data to report in one or both of the life policies and stakeholder pensions sections of SUP 16 Annex 6R, a firm must submit a nil return using the relevant field(s) in the form.

If the term of an endowment assurance is less than five years, the life policy must only be included in a persistency report in respect of years up to and including the anniversary prior to maturity.

Life policies and stakeholder pensions to be treated as in force

Subject to SUP 16.8.17 R and SUP 16.8.18 R, a life policy or stakeholder pension must be treated as in force at the end of Y-1 (that is, included in CF) if and only if:

1. In the case of a regular premium life policy:
   a. In the case of an industrial assurance policy on which the premiums are paid at intervals of four weeks, the premium has been paid in respect of the four-week period in which the policy anniversary falls; or
   b. In any other case, the premium has been paid in respect of the month in which the policy anniversary falls;

2. In the case of a single premium life policy, the policy has not been surrendered as at the policy anniversary;

3. In the case of a regular premium stakeholder pension:
   a. For a report required by SUP 16.8.3 R (2) (a), the premium has been paid in respect of the month in which the contract anniversary falls;
   b. [deleted]

4. In the case of a single premium stakeholder pension:
   a. For a report required by SUP 16.8.3 R (2)(a), the contract has not been surrendered as at the contract anniversary.
   b. [deleted]

A cluster life policy must be reported as a single life policy and must be treated as in force (that is, included in CF) even if some of the constituent life policies have been terminated.

An income withdrawal that has terminated other than by death of the policyholder must be treated as not in force at the end of Y-1 (that is, not included in CF).

Contents of the persistency or data report

(1) [deleted]

(2) [deleted]

(3) [deleted]
16.8.19A R  A persistency report on life policies and stakeholder pensions must be in the format of SUP 16 Annex 6R.

16.8.20 R  [deleted]

16.8.21 R  The firm must, if a persistency report reports on:

1. an endowment assurance with a term of five years or less:
   (a) [deleted]
   (b) report on such a policy in the report in SUP 16 Annex 6R;

2. a group personal pension policy, include the policy as a personal pension policy in the report in SUP 16 Annex 6R;

3. a mortgage endowment, also include the policy as an endowment assurance in the report in SUP 16 Annex 6R;

4. an income withdrawal, not include the policy under any other relevant category in SUP 16 Annex 6R.

16.8.22 G  (1) [deleted]

(2) [deleted]

Records

16.8.23 R  A firm must make and retain such records as will enable it to:

1. monitor regularly the persistency of life policies and stakeholder pensions effected through each of its representatives; and

2. make persistency reports or data reports to the FCA in accordance with SUP 16.8.3R.

16.8.24 G  In order to comply with SUP 16.8.23 R, a firm will as a minimum need to make and retain separate records for:

1. life policies and stakeholder pensions originally promoted:
   (a) by company representatives; or
   (b) by intermediaries providing independent advice or restricted advice; or
   (c) through the firm's own direct offer financial promotions;
   (d) [deleted]

2. life policies and stakeholder pensions not within (1), including those effected as execution-only transactions, for inclusion in the relevant form under 'Other';

3. life policies and stakeholder pensions written assuming the payment of:
(a) regular premiums;
(b) a single premium;

(4) *life policies* written as:
   (a) ordinary assurance policies;
   (b) *industrial assurance policies*;

(5) the categories of *life policies* and stakeholder pensions referred to in
   SUP 16 Annex 6R.
16.9 Appointed representatives annual report

[deleted]

Readers should refer to the requirements set out in SUP 12.7 (Notification requirements).
16.10 Verification of firm details

Application

16.10.1 The effect of SUP 16.1.1 R is that this section applies to every firm except:

(1) an ICVC; or
(2) a UCITS qualifier; or
(2A) an AIFM qualifier; or
(3) [deleted]
(4) a dormant account fund operator.

Purpose

16.10.2 Firm details are used by the FCA:

(1) to ensure that a firm is presented with the correct regulatory return when it seeks to report electronically;
(2) in order to communicate with a firm;
(3) as the basis for some sections of the Financial Services Register; and
(4) in order to carry out thematic analysis across sectors and groups of firms.

16.10.3 In view of the importance attached to firm details, and the consequences which may result if they are wrong, this section provides the framework for a firm to check and correct them.

Requirement to check the accuracy of firm details and to report changes to the FCA

16.10.4 (1) Within 60 business days of its accounting reference date, a firm must check the accuracy of its firm details through the relevant section of the FCA website.

(2) [paragraph suspended by FSA 2004/79]
3 If any firm details are incorrect, the firm must submit the corrected firm details to the FCA using the appropriate form set out in SUP 15 Ann 3 and in accordance with SUP 16.10.4A R.

16.10.4-A [deleted]

16.10.4A R (1) A firm must submit any corrected firm details under SUP 16.10.4(3) using the appropriate online systems accessible through the FCA’s website.

(2) [deleted]

(3) Where a firm is obliged to submit corrected firm details online under (1), if the FCA’s information technology systems fail and online submission is unavailable for 24 hours or more, until such time as facilities for online submission are restored, a firm must submit its corrected firm details to firm.details@fca.org.uk.

16.10.4AA R (1) This rule applies where, in complying with SUP 16.10.4R(1), a firm does not need to submit corrected firm details under SUP 16.10.4R(3).

(2) Within 60 business days of its accounting reference date, a firm must submit a report to the FCA confirming that the firm details which it has checked under SUP 16.10.4R(1) remain accurate, using the appropriate online systems accessible through the FCA’s website.

16.10.4B C If the FCA’s information technology systems fail and online submission is unavailable for 24 hours or more, the FCA will endeavour to publish a notice on its website confirming that online submission is unavailable and that the alternative methods of submission set out in SUP 16.3.9 R should be used.

16.10.4C C Where SUP 16.10.4AR (3) applies to a firm, GEN 1.3.2 R (Emergency) does not apply.

16.10.5 C The firm details are made available to the firm when the firm logs into the appropriate section of the FCA’s website. The firm should check the firm details and send any corrections to the FCA. The FCA’s preferred method of receiving corrections to firm details is by the online forms available at the FCA’s website.

16.10.6 C A firm may check, and submit corrections to, its firm details more frequently than annually.

16.10.7 C [deleted]
16.11 Product Sales Data Reporting

Application

16.11.1 This section applies:

(1) in relation to sales data reports, to a firm:
   (a) which is a home finance provider; or
   (aa) which is a P2P platform operator which facilitates entry into a regulated mortgage contract, home purchase plan, home reversion plan or regulated sale and rent back agreement where the lender or provider does not require permission to enter into the transaction; or
   (b) which has permission to enter into a regulated credit agreement as lender in respect of high-cost short-term credit or home credit loan agreements; or
   (c) which is, in respect of sales to a retail client or a consumer:
      (i) an insurer; or
      (ii) the manager of an authorised AIF or a UCITS scheme; or
      (iii) the operator of an investment trust savings scheme, or a personal pension scheme; or
      (iv) a person who issues or manages the relevant assets of the issuer of a structured capital-at-risk product;
      unless the firm is a managing agent;

(2) in relation to performance data reports, to a firm:
   (a) in which the rights and obligations of the lender under a regulated mortgage contract are vested; or
   (b) which is a P2P platform operator which facilitates entry into a regulated mortgage contract where the lender does not require permission to enter into the transaction.

Purpose

16.11.2 (1) The purpose of this section is to set out the requirements for firms in the retail mortgage, investment, consumer credit lending and pure protection contract markets specified in SUP 16.11 R to report individual product sales data, and to report individual performance data on regulated mortgage contracts, to the FCA. In the case of firms in the sale and rent back market, there is a requirement to record, but not to submit, sales data. These requirements apply
whether the *regulated activity* has been carried out by the *firm*, or through an intermediary which has dealt directly with the *firm*.

(2) The purpose of collecting this data is to assist the *FCA* in the ongoing supervision of *firms* engaged in retail activities and to enable the *FCA* to gain a wider understanding of market trends in the interests of protecting *consumers*.

### Reporting requirement

**16.11.3**  
(1) A *firm* must submit a report (a ‘data report’) containing the information required by:

(a) **SUP 16.11.5 R** (a ‘sales data report’) within 20 *business days* of the end of the reporting period; and

(b) for *regulated mortgage contracts*, **SUP 16.11.5A R** (a ‘performance data report’), within 30 *business days* of the end of the reporting period;

unless (3A) or (4) applies.

(2) The reporting periods are;

(a) for sales data reports, the four calendar quarters of each year beginning on 1 January; and

(b) for performance data reports, the six month periods beginning on 1 January and 1 July in each calendar year.

(3) [deleted]

(3A) A *firm* must submit a nil return if no relevant sales have occurred in the quarter.

(4) The following types of *firm* must compile, and keep for at least five years from the end of the relevant quarter, a data report containing the information required by **SUP 16.11.5 R**, but are not subject to the requirement in (1) to submit a data report (or to the requirement in **SUP 16.11.9 R**):

(a) a *SRB agreement provider*; and

(b) a *P2P platform operator* which facilitates entry into a *regulated sale and rent back agreement* where the provider does not require permission to enter into the transaction.

**16.11.4**  
(1) A *firm* may submit a sales data report more frequently than required by **SUP 16.11.3 R** if it wishes.

(2) If it is easier and more practical for a *firm* to submit additional data relating to products other than those specified in **SUP 16.11.5 R**, it may submit that additional data to the *FCA* in a data report.

### Content of the report

**16.11.5**  
A sales data report must contain sales data in respect of the following products:
(1) retail investments;
(2) pure protection contracts;
(3) regulated mortgage contracts (but not further advances);
(4) home purchase plans;
(5) home reversion plans;
(6) regulated sale and rent back agreements;
(7) high-cost short-term credit; and
(8) home credit loan agreements.

16.11.5A R A performance data report must contain performance data in respect of regulated mortgage contracts other than legacy CCA mortgage contracts.

16.11.6 G Guidance on the type of products covered by SUP 16.11.5 R is contained in SUP 16 Annex 20 G.

16.11.7 R A data report must comply with the provisions of SUP 16 Annex 21 R.

16.11.8 R A sales data report must relate both to transactions undertaken by the firm and to transactions undertaken by an intermediary which has dealt directly with the customer on the firm's behalf.

16.11.8-A R Where a P2P platform operator facilitates an arrangement under which a number of persons provide home finance to a single customer, either individually under separate contracts, or jointly and severally under a single contract:

1. the sales data report and performance data report of the P2P platform operator must include data in respect of the arrangement taken as a whole, as though it comprised a single transaction; and

2. the sales data report and performance data report of any firm which is the lender or provider under any separate contract forming part of the arrangement must include data in respect of that contract.

16.11.8A G Where the manager of an authorised AIF or a UCITS scheme receives business from a firm which operates a nominee account, the sales data report in respect of those transactions submitted by the manager should treat those transactions as transactions undertaken by the manager with the firm.

16.11.9 R A firm must provide a data report to the FCA electronically in a standard format provided by the FCA.
A data report will have been provided to the FCA in accordance with SUP 16.11.9 R only if all mandatory data reporting fields (as set out in SUP 16 Annex 21R) have been completed correctly and the report has been accepted by the relevant FCA reporting system.

**Use of reporting agents**

(1) A firm may appoint another person to provide a data report on the firm’s behalf if the firm has informed the FCA of that appointment in writing.

(2) Where (1) applies, the firm must ensure that the data report complies with the requirements of SUP 16.11 and identifies the originator of the transaction.
16.12 Integrated Regulatory Reporting

Application

16.12.1 The effect of SUP 16.1.1 R is that this section applies to every firm carrying on business set out in column (1) of SUP 16.12.4 R except:

(1) an incoming EEA firm with permission for cross border services only;

(1A) an incoming EEA firm in relation to its carrying on of bidding in emissions auctions;

(2) an oil market participant that is not subject to the requirements of IPRU(INV) Chapter 3;

(3) an authorised professional firm (other than one that must comply with IPRU(INV) 3, 5 or 13 in accordance with IPRU(INV) 2.1.4R, or that is a CASS debt management firm, where SUP 16.12.4 R will apply in respect of the business the firm undertakes), which must (unless it is within (3A)) comply with SUP 16.12.30 R SUP 16.12.31 R;

(3A) an authorised professional firm if the only regulated activity it carries on is credit-related regulated activity as a non-mainstream regulated activity; and

(4) a financial conglomerate, which must comply with SUP 16.12.32 R: firms that are members of a financial conglomerate will have their own reporting requirements under SUP 16.12.32 R.

(5) UK designated investment firms, which must comply with the reporting requirements in the PRA Rulebook.

Purpose

16.12.2 Principle 4 requires firms to maintain adequate financial resources. The Interim Prudential sourcebooks, BIPRU, GENPRU and IFPRU set out the FCA’s detailed capital adequacy requirements. By submitting regular data, firms enable the FCA to monitor their compliance with Principle 4 and their prudential requirements.

(2) The data items submitted help the FCA analyse firms’ financial and other conditions and performance and to understand their business. By means of further collation and review of the data which the data items provide, the FCA also uses the data items to identify developments across the financial services industry and its constituent sectors.
(3) The requirements in this section differ according to a firm's regulated activity group (RAG), as different information is required to reflect different types of business. Standard formats are used for reporting, to assist compatibility between firms which carry on similar types of business. Timely submission is important to ensure the FCA has up-to-date information.

Reporting requirement

16.12.3

(1) Any firm permitted to carry on any of the activities within each of the RAGs set out in column (1) of the table in SUP 16.12.4 R must:

(a) (i) unless (ii) or (iii) applies, submit to the FCA the duly completed data items or other items applicable to the firm as set out in the provision referred to in column (2) of that table;

(ii) unless (iii) applies, where a firm is required to submit completed data items for more than one RAG, that firm must only submit the data item of the same name and purpose in respect of the lowest numbered RAG applicable to it, RAG 1 being the lowest and RAG 12 the highest;

(iii) where a firm is, but for this rule, required to submit data items for more than one RAG and this includes the submission of data items in respect of fees, the FOS or FSCS levy, or threshold conditions, that firm must only submit these data items if they belong to the lowest numbered of the RAGs applicable to it;

(iv) in the case of a non-EEA bank, or an EEA bank (whether or not it has permission for accepting deposits) other than one with permission for cross border services only, any data items submitted should, unless indicated otherwise, only cover the activities of the branch operation in the United Kingdom;

in the format specified as applicable to the firm in the provision referred to in column (2);

(b) submit this information at the frequency and in respect of the periods set out in the provision referred to in column (3); and

(c) submit this information by the due date referred to in the provision referred to in column (4).

(2) Unless (3) applies, any data item in (1) must be submitted by electronic means made available by the FCA;

(3) Paragraph (2) does not apply to:

(a) [deleted]

(aa) [deleted]

(b) firms in RAG 2 in relation to the reporting requirements for RAG 2 activities; and

(c) those data items specified as "No standard format", where SUP 16.3.6 R to SUP 16.3.10 G will apply.

(4) A firm that is a member of a financial conglomerate must also submit financial reports as required by SUP 16.12.32 R.
(1) *Investment firms* subject to the *EU CRR* should refer to any relevant technical standards to determine their specific reporting obligations, as those obligations may extend beyond those specified in this chapter.

(2) Where a *firm* submits a *data item* pursuant any applicable provision of the *EU CRR* any *data item* with the same name and purpose does not have to be submitted again regardless of *RAG*.

In relation to an *investment firm* subject to the *EU CRR*, where an expression appearing in italics in this chapter is also used in the *EU CRR*, the italicised expression:

(1) has the same meaning as the corresponding expression used in the *EU CRR*; or

(2) is interpreted in the context of the risk or requirement in the *EU CRR* that corresponds to the risk or requirement referred to in the italicised expression.

Firms’ attention is drawn to [SUP 16.3.25 G regarding a single submission for all firms in the group.](#)

| Table of applicable rules containing *data items*, frequency and submission periods |
|---|---|---|---|
| **Provisions containing:** | **applicable data items** | **reporting frequency/period** | **due date** |
| **RAG number** | **Regulated Activities** | | |
| RAG 1 | • accepting deposits | | |
| | • *meeting of repayment claims* | | |
| | • managing dormant account funds (including the investment of such funds) | | |
| RAG 2.1 | • effecting contracts of insurance | | |
| | • carrying out contracts of insurance | | |

*RAG 1 firms* should complete their prudential reporting requirements as set out in the [PRA Rulebook](#).
<table>
<thead>
<tr>
<th>RAG number</th>
<th>Regulated Activities</th>
<th>Provisions containing:</th>
<th>reporting frequency/period</th>
<th>due date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RAG 2.2</strong></td>
<td>• entering as provider into a funeral plan contract</td>
<td>SUP 16.12.9 R</td>
<td>SUP 16.12.9 R</td>
<td>SUP 16.12.9 R</td>
</tr>
<tr>
<td></td>
<td>• managing the underwriting capacity of a Lloyds syndicate as a managing agent at Lloyds</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• advising on syndicate participation at Lloyds</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• arranging deals in contracts of insurance written at Lloyds</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>RAG 3</strong></td>
<td>• dealing in investment as principal</td>
<td>SUP 16.12.10 R</td>
<td>SUP 16.12.10 R</td>
<td>SUP 16.12.10 R</td>
</tr>
<tr>
<td></td>
<td>• advising on investments (except P2P agreements) (excluding retail investment activities)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• arranging (bringing about) deals in investments (excluding retail investment activities)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• advising on P2P agreements (when carried on exclusively with or for</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### SUP 16 : Reporting requirements

#### Section 16.12 : Integrated Regulatory requirements

<table>
<thead>
<tr>
<th>RAG number</th>
<th>Regulated Activities</th>
<th>Provisions containing:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>applicable data items</td>
</tr>
<tr>
<td><strong>RAG 4</strong></td>
<td>professional clients)• managing investments• establishing, operating or winding up a collective investment scheme• establishing, operating or winding up a stakeholder pension scheme• establishing, operating or winding up a personal pension scheme• managing an AIF• managing a UCITS• operating an electronic system in relation to lending (FCA-authorised persons only)</td>
<td>SUP 16.12.14 R SUP 16.12.15 R, except FSA001 and FSA002 on consolidated basis for FIN-REP firms</td>
</tr>
<tr>
<td><strong>RAG 5</strong></td>
<td><strong>home finance administration or home finance providing activity</strong>• the activity of a P2P platform operator facilitating a home finance transaction, where the</td>
<td>SUP 16.12.18BR and SUP 16.12.18C R</td>
</tr>
<tr>
<td>RAG number</td>
<td>Regulated Activities</td>
<td>Provisions containing:</td>
</tr>
<tr>
<td>------------</td>
<td>--------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>lender or provider does not require permission to enter into the transaction</td>
<td>SUP 16.12.19A R</td>
</tr>
<tr>
<td>RAG 6</td>
<td>• safeguarding and administration of assets (without arranging)</td>
<td>SUP 16.12.20 R</td>
</tr>
<tr>
<td></td>
<td>• arranging safeguarding and administration of assets</td>
<td>SUP 16.12.21 R</td>
</tr>
<tr>
<td></td>
<td>• acting as trustee or depositary of an AIF</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• acting as trustee or depositary of a UCITS</td>
<td></td>
</tr>
<tr>
<td>RAG 7</td>
<td>• retail investment activities</td>
<td>SUP 16.12.22A R except FSA001 and FSA002 on</td>
</tr>
<tr>
<td></td>
<td>• advising on P2P agreements (except when carried on exclusively with or for</td>
<td></td>
</tr>
<tr>
<td></td>
<td>professional clients)</td>
<td>consolidated basis for FIN-REP firms</td>
</tr>
<tr>
<td></td>
<td>• advising on pensions transfers &amp; opt-outs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• arranging (bringing about deals) in retail investments</td>
<td></td>
</tr>
<tr>
<td>RAG 8</td>
<td>• making arrangements with a view</td>
<td>SUP 16.12.25AR R</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SUP 16.12.26 R</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SUP 16.12.27 R</td>
</tr>
</tbody>
</table>
### Reporting at group level for liquidity purposes by firms falling within BIPRU 12 (Liquidity)

Reporting at group level for liquidity purposes by firms falling within BIPRU 12 (Liquidity) is by reference to defined liquidity groups. Guidance about the different types of defined liquidity groups and related material is set out in SUP 16 Annex 26 (Guidance on designated liquidity groups in SUP 16.12).

### Regulated Activity Group 1

16.12.4B Group liquidity reporting

16.12.5 [deleted]

16.12.6 [deleted]

16.12.7 [deleted]
Regulated Activity Group 2.2

The applicable data items referred to in §SUP 16.12.4 R are set out according to type of firm in the table below.

The applicable reporting frequencies for submission of data items and periods referred to in §SUP 16.12.4 R are set out in the table below and are calculated from a firm’s accounting reference date, unless indicated otherwise.

The applicable due dates for submission referred to in §SUP 16.12.4 R are set out in the table below. The due dates are the last day of the periods given in the table below following the relevant reporting frequency period.

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>Frequency</th>
<th>Submission deadline of data item</th>
<th>Frequency</th>
<th>Submission deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarterly reporting statement</td>
<td>Quarterly</td>
<td>15 business days after the quarter end</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance Sheet</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA001 (notes 15, 20) or FSA029</td>
<td>Quarterly or half yearly</td>
<td>(note 14)</td>
<td>(note 14)</td>
<td></td>
</tr>
<tr>
<td>Income Statement</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA002 (note 20), or FSA030</td>
<td>Quarterly or half yearly (note 14)</td>
<td>(note 14)</td>
<td>(note 14)</td>
<td></td>
</tr>
</tbody>
</table>
## SUP 16 : Reporting requirements

### Section 16.12 : Integrated Regulatory requirements

<table>
<thead>
<tr>
<th>Field</th>
<th>Member's adviser</th>
<th>the Society (note 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capital Adequacy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA003 (notes 4, 20) or</td>
<td>Monthly, quarterly or half yearly (note 14)</td>
<td>(note 14)</td>
</tr>
<tr>
<td>FSA033 (note 12) or</td>
<td>Quarterly</td>
<td>(note 14)</td>
</tr>
<tr>
<td>FSA034 (note 13) or</td>
<td>Quarterly</td>
<td>(note 14)</td>
</tr>
<tr>
<td>FSA035 (note 13)</td>
<td>Quarterly</td>
<td>(note 14)</td>
</tr>
</tbody>
</table>

**Credit Risk**

<table>
<thead>
<tr>
<th>Field</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>FSA004 (notes 5, 20)</td>
<td>Quarterly or half yearly (note 14)</td>
<td>(note 14)</td>
</tr>
</tbody>
</table>

**Market Risk**

<table>
<thead>
<tr>
<th>Field</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>FSA005 (notes 6, 20)</td>
<td>Quarterly</td>
<td>(note 14)</td>
</tr>
</tbody>
</table>

**Large Exposures**

<table>
<thead>
<tr>
<th>Field</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>FSA008 (Notes 20, 21)</td>
<td>Quarterly</td>
<td>20 business days (note 19)</td>
</tr>
</tbody>
</table>

---

**Note 1** The Society must prepare its reports in the format specified in *IPRU(INS)* Appendix 9.11, unless Note 2 applies.

**Note 2** The Society must ensure that the annual syndicate accounts and reports are prepared in accordance with the Insurance Accounts Directive (Lloyd’s Syndicate and Aggregate Accounts) Regulations 2008 (S.I. 2008/1950).

**Note 3** [deleted]

**Note 4** Only firms subject to *IPRU(INV)* 4 report data item FSA003.

**Note 5** This applies to a firm that is required to submit data item FSA003 and, at anytime within the 12 months up to its latest accounting reference date ("the relevant period"), was reporting data item FSA004 ("Firm A") or not reporting this item ("Firm B").

In the case of Firm A it must report this data item if one or both of its last two submissions in the relevant period show that the threshold was exceeded.
<table>
<thead>
<tr>
<th>Note</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>In the case of Firm B it must report this item if both the last two submissions in the relevant period show that the threshold has been exceeded. The threshold is exceeded where <em>data element 77A</em> in <em>data item</em> FSA003 is greater than £10 million, or its currency equivalent, at the relevant reporting date for the <em>firm</em>. This applies to a <em>firm</em> that is required to submit <em>data item</em> FSA003 and, at anytime within the 12 <em>months</em> up to its latest <em>accounting reference date</em> (<em>the relevant period</em>), was reporting <em>data item</em> FSA005 (<em>Firm A</em>) or not reporting this item (<em>Firm B</em>). In the case of Firm A it must report this <em>data item</em> if one or both of its last two submissions in the relevant period show that the threshold was exceeded. In the case of Firm B it must report this item if both the last two submissions in the relevant period show that the threshold has been exceeded. The threshold is exceeded where <em>data element 93A</em> in <em>data item</em> FSA003 is greater than £50 million, or its currency equivalent, at the relevant reporting date for the <em>firm</em>.</td>
</tr>
<tr>
<td>7</td>
<td>[deleted]</td>
</tr>
<tr>
<td>8</td>
<td>[deleted]</td>
</tr>
<tr>
<td>9</td>
<td>[deleted]</td>
</tr>
<tr>
<td>10</td>
<td>[deleted]</td>
</tr>
<tr>
<td>11</td>
<td>[deleted]</td>
</tr>
<tr>
<td>12</td>
<td>FSA033 is only applicable to <em>firms</em> subject to <em>IPRU(INV) 3</em>.</td>
</tr>
<tr>
<td>13</td>
<td>Only applicable to <em>firms</em> subject to <em>IPRU(INV) 5</em>. FSA034 must be completed by a <em>firm</em> not subject to the exemption in <em>IPRU(INV) 5.4.2R</em>, unless it is a <em>firm</em> whose permitted business includes <em>establishing, operating or winding up a personal pension scheme</em>, in which case FIN071 must be completed. FSA035 must be completed by a <em>firm</em> subject to the exemption in <em>IPRU(INV) 5.4.2R</em>.</td>
</tr>
<tr>
<td>14</td>
<td><em>BIPRU firms</em> report half yearly on 30 <em>business days</em> submission. All UK <em>consolidation group</em> reports report half yearly on 45 <em>business days</em> submission. All other <em>firms</em> report monthly on 20 <em>business days</em> submission.</td>
</tr>
<tr>
<td>15</td>
<td>This <em>data item</em> only applies to <em>BIPRU firms</em>.</td>
</tr>
<tr>
<td>16</td>
<td>[deleted]</td>
</tr>
<tr>
<td>17</td>
<td>[deleted]</td>
</tr>
<tr>
<td>18</td>
<td>[deleted]</td>
</tr>
<tr>
<td>19</td>
<td><em>UK consolidation group</em> reports have 45 <em>business days</em> submission.</td>
</tr>
<tr>
<td>20</td>
<td><em>Firms</em> that are members of a <em>UK consolidation group</em> are also required to submit FSA001, FSA002, FSA003, FSA004, FSA005 and FSA008 on a <em>UK consolidation group</em> basis.</td>
</tr>
</tbody>
</table>
A member’s adviser that is also an IFPRU investment firm will also fall under one of the higher number RAGs that apply to IFPRU investment firms. That means it will have to report data items in addition to those that it has to supply under RAG 2.2.

Regulated Activity Group 3

The applicable data items referred to in SUP 16.12.4 R are set out according to firm type in the table below:

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>Firms’ prudential category and applicable data items (note 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>IFPRU investment firms and BIPRU firms</td>
</tr>
<tr>
<td></td>
<td>IFPRU</td>
</tr>
<tr>
<td>Solvency statement</td>
<td>No standard format (note 11)</td>
</tr>
<tr>
<td>Balance sheet</td>
<td>FSA001/FIN-REP (note 36)</td>
</tr>
</tbody>
</table>

Note 21 This will not be applicable to BIPRU firms.
### Section 16.12: Integrated Regulatory Reporting Requirements

**Firms’ prudential category and applicable data items (note 1)**

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>IFPRU investment firms</th>
<th>BIPRU investment firms</th>
<th>Firms other than BIPRU firms or IFPRU investment firms</th>
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<tbody>
<tr>
<td><strong>Income statement</strong></td>
<td>FSA002/FINREP (note 36)</td>
<td>FSA002 (Note 2)</td>
<td>FSA030 (note 18)</td>
</tr>
<tr>
<td><strong>Capital adequacy</strong></td>
<td>COREP (Note 36)</td>
<td>FSA003 (Note 2)</td>
<td>FSA033 (note 18)</td>
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<tr>
<td><strong>Supplementary capital data for collective portfolio management investment firms</strong></td>
<td>FIN067 (Note 35)</td>
<td>FIN068 (Note 35)</td>
<td>FSA032 (note 18)</td>
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<tr>
<td><strong>Credit risk</strong></td>
<td>COREP (Note 36)</td>
<td>FSA004 (Notes 2, 3)</td>
<td>FSA004 (Notes 2, 3)</td>
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<td><strong>Market risk</strong></td>
<td>COREP (Note 36)</td>
<td>FSA005 (Notes 2, 4)</td>
<td>FSA005 (Notes 2, 4)</td>
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<td><strong>Market risk - supplementary</strong></td>
<td>FSA006 (Note 5)</td>
<td>FSA006 (Note 5)</td>
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<td><strong>Operational risk</strong></td>
<td>COREP (Note 36)</td>
<td>FSA006 (Note 5)</td>
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<td><strong>Large exposures</strong></td>
<td>COREP (Note 36)</td>
<td>FSA018 (Note 12)</td>
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<td><strong>Exposures between core UK group</strong></td>
<td>FSA018 (Note 12)</td>
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</table>
### Firms’ prudential category and applicable data items (note 1)

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>IFPRU</th>
<th>BIPRU</th>
<th>IPRU(-INV) Chapter 3</th>
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<td><strong>Solo consolidation data</strong></td>
<td>FSA016 (note 25)</td>
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<td><strong>Pillar 2 questionnaire</strong></td>
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<td><strong>Non-EEA subgroup</strong></td>
<td>COREP (Note 36)</td>
<td>FSA028 (Note 9)</td>
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<td>FSA039</td>
<td>FSA039 (note 18)</td>
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<td><strong>Client money and client assets</strong></td>
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<td><strong>IRB portfolio risk</strong></td>
<td>COREP (Note 36)</td>
<td>FSA046 (Note 23)</td>
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<td><strong>Securitisation: non-trading book</strong></td>
<td>FSA047/CO-REP (Notes 26, 29, 31, 33, and 36)</td>
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<td><strong>Daily Flows</strong></td>
<td>FSA048/CO-REP (Notes 26, 29, 31,</td>
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**Section F RMAR (Note 15)**

**Section C RMAR (Note 15) or FSA039**
### Firms’ prudential category and applicable data items (note 1)

<table>
<thead>
<tr>
<th>Description of data item</th>
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<tr>
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<td>Liquidity Buffer</td>
<td>FSA050/CO-REP (Notes 27, 30, 31, 33, and 36)</td>
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<td>Qualifying Securities</td>
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<td>Funding Concentration</td>
<td>FSA051/CO-REP (Notes 27, 30, 31, 33, and 36)</td>
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<td>Retail and corporate funding</td>
<td>FSA053/CO-REP (Notes 27, 30, 31, 33, and 36)</td>
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<td>FSA055/CO-REP (Notes 28 and 33)</td>
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<td>Securityisation: trading book</td>
<td>COREP (Note 36)</td>
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</tbody>
</table>

### Note 1

All firms, except IFPRU investment firms in relation to data items reported under the EU CRR, when submitting the completed data item required, a firm must use the format of the data item set out in SUP 16 Annex 24. Guidance notes for completion of the data items are contained in SUP 16 Annex 25.

### Note 2

Firms that are members of a UK consolidation group are also required to submit this report on a UK consolidation group basis.
**Firms’ prudential category and applicable data items (note 1)**

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>IFPRU</th>
<th>BIPRU</th>
<th>IFPRU(-INV) Chapter 3</th>
<th>IFPRU(-INV) Chapter 5</th>
<th>IFPRU(-INV) Chapter 9</th>
<th>IFPRU(-INV) Chapter 13</th>
</tr>
</thead>
</table>

**Note 3** This applies to a firm that is required to submit data item FSA003 and, at any time within the 12 months up to its latest accounting reference date (“the relevant period”), was reporting data item FSA004 (“Firm A”) or not reporting this item (“Firm B”).

In the case of Firm A it must report this data item if one or both of its last two submissions in the relevant period show that the threshold was exceeded.

In the case of Firm B it must report this item if both the last two submissions in the relevant period show that the threshold has been exceeded.

The threshold is exceeded where data element 77A in data item FSA003 is greater than £10 million, or its currency equivalent, at the relevant reporting date for the firm.

**Note 4** This applies to a firm that is required to submit data item FSA003 and, at anytime within the 12 months up to its latest accounting reference date (“the relevant period”), was reporting data item FSA005 (“Firm A”) or not reporting this item (“Firm B”).

In the case of Firm A it must report this data item if one or both of its last two submissions in the relevant period show that the threshold was exceeded.

In the case of Firm B it must report this item if both the last two submissions in the relevant period show that the threshold has been exceeded.

The threshold is exceeded where data element 93A in data item FSA003 is greater than £50 million, or its currency equivalent, at the relevant reporting date for the firm.

**Note 5** Only applicable to firms with a VaR model permission.

**Note 6** [deleted]

**Note 7** [deleted]

**Note 8** Only applicable to IFPRU investment firms and BIPRU firms that:

(a) are subject to consolidated supervision under BIPRU 8, except those that are either included within the consolidated supervision of a group that includes a UK credit institution, or that have been granted an investment firm consolidation waiver; or

(b) have been granted an investment firm consolidation waiver; or

(c) are not subject to consolidated supervision under BIPRU 8.

An IFPRU investment firm and a BIPRU firm under (a) must complete the report on the basis of its UK consolidation group. An IFPRU investment firm and a BIPRU firm under (b) or (c) must complete the report on the basis of its solo position.
### Firms' prudential category and applicable data items (note 1)

<table>
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<tr>
<th>Description of data item</th>
<th>IFPRU</th>
<th>BIPRU</th>
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#### Notes:

- **Note 9**: This will be applicable to firms that are members of a **UK consolidation group** on the reporting date.

- **Note 10**: [deleted]

- **Note 11**: Only applicable to a firm that is a **sole trader or a partnership**, when the report must be submitted by each partner.

- **Note 12**: This is only applicable to a *firm* that has both a **core UK group** and a **non-core large exposures group**.

- **Note 13**: [deleted]

- **Note 14**: FSA034 must be completed by a *firm* not subject to the exemption in IPRU(INV) 5.4.2R, unless it is a *firm* whose permitted business includes establishing, operating or winding up a personal pension scheme, in which case FIN071 must be completed.

- **Note 15**: FSA035 must be completed by a *firm* subject to the exemption in IPRU(INV) 5.4.2R.

- **Note 16**: [deleted]

- **Note 17**: An exempt *BIPRU commodity firm* will, by virtue of the definition of BIPRU TP 15, be exempt from completing FSA003 (and thus FSA004, FSA005, FSA006 and FSA007) for the duration of the transitional provision. It is however required to submit all other data items applicable according to the firm’s BIPRU classification including, for the avoidance of doubt, BIPRU TP 16.

- **Note 18**: Except if the *firm* is an *adviser* (as referred to in IPRU(INV) 3-60(4)R).

- **Note 19**: [deleted]

- **Note 20**: Only required in the case of an *adviser* (as referred to in IPRU(INV) 3-60(4)R) that is a *sole trader*.

- **Note 21**: [deleted]

- **Note 22**: Only applicable to *firms* that have an **IRB permission**.

- **Note 23**: Only applicable to *firms* that hold securitisation positions, or are the originator or sponsor of securitisations of non-trading book exposures.

- **Note 24**: Only applicable to *firms* granted a **Part 30 exemption order** and operating an arrangement to cover forward profits on the London Metals Exchange.

- **Note 25**: Only applicable to a *firm* that has a **solo consolidation waiver**.
### Firms' prudential category and applicable data items (note 1)

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>IFPRU investment firms and BIPRU firms</th>
<th>Firms other than BIPRU firms or IFPRU investment firms</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>IFPRU</td>
<td>BIPRU Chapter 3</td>
</tr>
</tbody>
</table>

#### Note 26

A firm must complete this item separately on each of the following bases (if applicable).

1. It must complete it on a solo basis. Therefore even if it has a solo consolidation waiver it must complete the item on an unconsolidated basis by reference to the firm alone.

2. If it is a group liquidity reporting firm in a DLG by default and is a UK lead regulated firm, it must complete the item on the basis of that group.

3. If it is a group liquidity reporting firm in a UK DLG by modification, it must complete the item on the basis of that group.

4. If it is a group liquidity reporting firm in a non-UK DLG by modification, it must complete the item on the basis of that group.

#### Note 27

A firm must complete this item separately on each of the following bases that are applicable.

1. It must complete it on a solo basis unless it is a group liquidity reporting firm in a UK DLG by modification. Therefore even if it has a solo consolidation waiver it must complete the item on an unconsolidated basis by reference to the firm alone.

2. If it is a group liquidity reporting firm in a UK DLG by modification, it must complete the item on the basis of that group.

#### Note 28

If it is a non-ILAS BIPRU firm, it must complete it on a solo basis. Therefore even if it has a solo consolidation waiver it must complete the item on an unconsolidated basis by reference to the firm alone.

#### Note 29

1. This item must be reported in the reporting currency.

2. If any data element is in a currency or currencies other than the reporting currency, all currencies (including the reporting currency) must be combined into a figure in the reporting currency.

3. In addition, all material currencies (which may include the reporting currency) must each be recorded separately (translated into the reporting currency). However if:

   a. the reporting frequency is (whether under a rule or under a waiver) quarterly or less than quarterly; or

   b. the only material currency is the reporting currency;

   (3) does not apply.

4. If there are more than three material currencies for this data item, (3) only applies to the three largest in amount. A firm must identify the largest in amount in accordance with the following procedure.

   a. For each currency, take the largest of the asset or liability figure as referred to in the definition of material currency.

   b. Take the three largest figures from the resulting list of amounts.
### Firms’ prudential category and applicable data items (note 1)

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>IFPRU</th>
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<th>IPRU(-INV) Chapter 9</th>
<th>IPRU(-INV) Chapter 13</th>
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<tbody>
<tr>
<td>(5) The date as at which the calculations for the purposes of the definition of material currency are carried out is the last day of the reporting period in question.</td>
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<td>(6) The reporting currency for this data item is whichever of the following currencies the firm chooses, namely USD (the United States Dollar), EUR (the euro), GBP (sterling), JPY (the Japanese Yen), CHF (the Swiss Franc), CAD (the Canadian Dollar) or SEK (the Swedish Krona).</td>
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**Note 30**
Note 29 applies, except that paragraphs (3), (4) and (5) do not apply, meaning that material currencies must not be recorded separately.

**Note 31**
Any changes to Reporting requirements caused by a firm receiving an intra-group liquidity modification (or a variation to one) do not take effect until the first day of the next reporting period applicable under the changed reporting requirements for the data item in question if the firm receives that intra-group liquidity modification or variation part of the way through such a period. If the change is that the firm does not have to report a particular data item or does not have to report it at a particular reporting level, the firm must nevertheless report that item or at that reporting level for any reporting period that has already begun. This paragraph is subject to anything that the intra-group liquidity modification says to the contrary.

**Note 32**
Only applicable to firms that hold securitisation positions in the trading book and/or are the originator or sponsor of securitisations held in the trading book.

**Note 33**
FSA047, FSA048, FSA050, FSA051, FSA052, FSA053 and FSA054 must be completed by an ILAS BIPRU firm. An ILAS BIPRU firm does not need to complete FSA055. A non-ILAS BIPRU firm must complete FSA055 and does not need to complete FSA047, FSA048, FSA050, FSA051, FSA052, FSA053 and FSA054.

**Note 34**
This data item must be reported only in the currencies named in FSA052, so that liabilities in GBP are reported in GBP in rows 1 to 4, those in USD are reported in USD in rows 5 to 8, and those in Euro are reported in Euro in rows 9 to 12. Liabilities in other currencies are not to be reported.

**Note 35**
Only applicable to firms that are collective portfolio management investment firms.

**Note 36**
Requirements under COREP and FINREP should be determined with reference to the EU CRR and applicable technical standards.

**Note 37**
Only applicable to RAG 3 firms carrying on home financing or home finance administration connected to regulated mortgage contracts, unless as at 26 April 2014 its Part 4A permission was and continues to remain subject to a restriction preventing it from undertaking new home financing or home finance administration connected to regulated mortgage contracts.
The column in the table in SUP 16.12.11R that deals with IFPRU firms covers some liquidity items that only have to be reported by an ILAS BIPRU firm (please see notes 28 and 33).

[deleted]

The applicable reporting frequencies for data items referred to in SUP 16.12.4 R are set out in the table below according to firm type. Reporting frequencies are calculated from a firm’s accounting reference date, unless indicated otherwise.

<table>
<thead>
<tr>
<th>Data Item</th>
<th>IFPRU 125K firm and collective portfolio management firm</th>
<th>IFPRU 50K firm</th>
<th>BIPRU firm</th>
<th>Firm other than BI-PRU firms or IFPRU investment firms</th>
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</thead>
<tbody>
<tr>
<td>COREP/FINREP</td>
<td>Refer to EU CRR and applicable technical standards</td>
<td>Refer to EU CRR and applicable technical standards</td>
<td>Refer to EU CRR and applicable technical standards</td>
<td>Refer to EU CRR and applicable technical standards</td>
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<td>Solvency statement</td>
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<td>FSA001</td>
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<td>FSA002</td>
<td>Quarterly</td>
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### SUP 16 : Reporting

#### Section 16.12 : Integrated Regulatory Reporting

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<th>Data Item</th>
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<th>IFPRU 50K firm</th>
<th>BIPRU firm</th>
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### Reporting Requirements

#### Section 16.12: Integrated Regulatory Reporting

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<th>IFPRU 730K firm and collective portfolio management investment firm</th>
<th>IFPRU 50K firm</th>
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<td>Section A RMAR</td>
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<td>Section B RMAR</td>
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**Data Item**

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<th>Item</th>
<th>IFPRU 125K firm</th>
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<th>BIPRU firm</th>
<th>Firm other than BI-PRU firms or IFPRU investment firms</th>
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<td></td>
<td></td>
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<td>Refer to EU CRR and applicable technical standards</td>
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</tbody>
</table>

### Note 1 [deleted]

### Note 2
Annual regulated business revenue up to and including £5 million.

### Note 3
Annual regulated business revenue over £5 million.

### Note 4
The reporting date for this data item is six months after a firm's most recent accounting reference date.

### Note 5
Reporting frequencies and reporting periods for this data item are calculated on a calendar year basis and not from a firm's accounting reference date. In particular:

1. A week means the period beginning on Saturday and ending on Friday.
2. A month begins on the first day of the calendar month and ends on the last day of that month.
3. Quarters end on 31 March, 30 June, 30 September and 31 December.
4. Daily means each business day.

All periods are calculated by reference to London time.

Any changes to reporting requirements caused by a firm receiving an intra-group liquidity modification (or a variation to one) do not take effect until the first day of the next reporting period applicable under the changed reporting requirements if the firm receives that intra-group liquidity modification or variation part of the way through such a period, unless the intra-group liquidity modification says otherwise.

### Note 6
If the report is on a solo basis the reporting frequency is as follows:

1. If the firm does not have an intra-group liquidity modification the frequency is:

---

**Section 16.12 : Integrated Regulatory Reporting**

**D1**

RMAR

Section F

RMAR

MLA-M

Quarterly

Quarterly

Quarterly

Quarterly

Quarterly

Quarterly

[deleted]
### Section 16.12: Integrated Regulatory Reporting

#### Data Item | IFPRU 125K firm and collective management investment portfolio | IFPRU 730K firm | BIPRU firm | Firm other than BI-PRU firms or IFPRU investment firms
---|---|---|---|---
COREP/ FINREP | Refer to EU CRR and applicable technical standards

(a) weekly if the **firm** is a **standard frequency liquidity reporting firm**; and

(b) monthly if the **firm** is a **low frequency liquidity reporting firm**;

(2) if the **firm** is a **group liquidity reporting firm** in a non-UK DLG by modification (firm level) the frequency is:

(a) weekly if the **firm** is a **standard frequency liquidity reporting firm**; and

(b) monthly if the **firm** is a **low frequency liquidity reporting firm**;

(3) the frequency is quarterly if the **firm** is a **group liquidity reporting firm** in a **UK DLG by modification**.

**Note 7**

(1) If the report is by reference to the **firm's DLG by default** the reporting frequency is:

(a) weekly if the **group liquidity standard frequency reporting conditions** are met;

(b) monthly if the **group liquidity low frequency reporting conditions** are met.

(2) If the report is by reference to the **firm's UK DLG by modification** the reporting frequency is:

(a) weekly if the **group liquidity standard frequency reporting conditions** are met;

(b) monthly if the **group liquidity low frequency reporting conditions** are met.

(3) If the report is by reference to the **firm's non-UK DLG by modification** the reporting frequency is quarterly.

**Note 8**

(1) If the reporting frequency is otherwise weekly, the item is to be reported on every **business day** if (and for as long as) there is a **firm-specific liquidity stress or market liquidity stress** in relation to the **firm** or group in question.

(2) If the reporting frequency is otherwise monthly, the item is to be reported weekly if (and for as long as) there is a **firm-spe-
SUP 16 : Reporting
requirements

Section 16.12 : Integrated Regulatory Reporting

### Note 9

If the report is on a solo basis the reporting frequency is as follows:

1. Weekly if the firm is a standard frequency liquidity reporting firm; and
2. Monthly if the firm is a low frequency liquidity reporting firm.

### Note 10

If the report is by reference to the firm’s UK DLG by modification the reporting frequency is:

1. Weekly if the group liquidity standard frequency reporting conditions are met;
2. Monthly if the group liquidity low frequency reporting conditions are met.

The applicable due dates for submission referred to in SUP 16.12.4 R are set out in the table below. The due dates are the last day of the periods given in the table below following the relevant reporting frequency period set out in SUP 16.12.12 R, unless indicated otherwise.
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<tr>
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<th>Weekly</th>
<th>Monthly</th>
<th>Quarterly</th>
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<th>Annual</th>
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### Section 16.12: Integrated Regulatory Requirements

#### Data Item | Daily | Weekly | Monthly | Quarterly | Half yearly | Annual
--- | --- | --- | --- | --- | --- | ---
COREP/FINREP | Refer to EU CRR and applicable technical standards | | | | | |
FSA006 | | | | 20 business days | | |
FSA007 | | | | | | 2 months |
FSA016 | | | | 30 business days | | |
FSA018 | | | 45 business days | | | |
FSA019 | | | | | | 2 months |
FSA028 | | | | | 30 business days | |
FSA029 | | | | 20 business days | | |
FSA030 | | | | 20 business days | | |
FSA031 | | | | 20 business days | | |
FSA032 | | | | 20 business days | | |
FSA033 | | | | 20 business days | | |
FSA034 | | | | 20 business days | | |
FSA035 | | | | 20 business days | | |
FSA039 | | | | | | 30 business days |
FSA040 | | | | 15 business days | | |
FSA045 | | | | 20 business days | | 30 business days (note 1), 45 business days (note 2) |
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(Note 1): busi-
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(Note 2): busi-
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(Note 3): busi-
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days
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- **FSA053**: 15 business days
- **FSA054**: 15 business days
- **FSA055**: 15 business days
- **FSA058**: 20 business days (Note 1), 45 business days (Note 2)
- **FIN067**: 30 days
- **FIN068**: 30 business days
- **FIN071**: 20 business days
- **Section A RMAR**: 30 business days, 30 business days
- **Section B RMAR**: 30 business days, 30 business days
- **Section C RMAR**: 30 business days, 30 business days
- **Section**: 30 business days, 30 business days
Section 16.12 : Integrated Regulatory Reporting

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Note 1 For unconsolidated and solo-consolidated reports.
Note 2 For UK consolidation group reports.
Note 3 It is one Month if the report relates to a non-UK DLG by modification.

16.12.13A [deleted]

Regulated Activity Group 4

16.12.14 (1) [SUP 16.12.15 R to SUP 16.12.17 R do not apply to:

(a) a lead regulated firm (except in relation to data items 47 to 55 (inclusive));
(b) an OPS firm;
(c) a local authority.

(2) [deleted]

16.12.15 The applicable data items referred to in [SUP 16.12.4 R are set out according to firm type in the table below:
### Firms' prudential category and applicable data items (note 1)

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<th>BIPRU (INV) Chapter 5</th>
<th>IFPRU (INV) Chapter 9</th>
<th>IFPRU (INV) Chapter 12</th>
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**IFPRU investment firms and BIPRU firms**

**Firms other than BIPRU firms or IFPRU investment firms**
### Firms' prudential category and applicable data items (note 1)

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<tr>
<th>Description of data item</th>
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<td>Market risk</td>
<td>CO-REP (Note 34)</td>
<td>FSA005 (Notes 2, 4)</td>
</tr>
<tr>
<td>Market risk - supplementary</td>
<td>FSA006 (note 5)</td>
<td>FSA006 (note 5)</td>
</tr>
<tr>
<td>Operational risk</td>
<td>CO-REP (Note 34)</td>
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<tr>
<td>Large exposures</td>
<td>CO-REP (Note 34)</td>
<td></td>
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<tr>
<td>Exposures between core UK group and non-</td>
<td>FSA018 (note 12)</td>
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</table>
### Firms' prudential category and applicable data items (note 1)

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>IFPRU</th>
<th>BIPRU</th>
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<tbody>
<tr>
<td>Core large exposures group</td>
<td>IFPRU (INV) Chapter 3</td>
<td>BIPRU (INV) Chapter 5</td>
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<tr>
<td>Solo consolidation data</td>
<td>FSA016</td>
<td>FSA016 (Note 20)</td>
</tr>
<tr>
<td>Pillar 2 questionnaire</td>
<td>FSA019</td>
<td>FSA019 (Note 8)</td>
</tr>
<tr>
<td>Non-EEA subgroup</td>
<td>CO REP (Note 34)</td>
<td>FSA028 (Note 9)</td>
</tr>
<tr>
<td>Threshold conditions</td>
<td></td>
<td></td>
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<tr>
<td>Volumes and types of business (note 21)</td>
<td>FSA038</td>
<td>FSA038</td>
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<tr>
<td>Client money and</td>
<td>FSA039</td>
<td>FSA039</td>
</tr>
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</table>

### Section 16.12: Integrated Regulatory Reporting

**IFPRU investment firms and BIPRU firms**

**Firms other than BIPRU firms or IFPRU investment firms**

**IPRU-(INV) Chapter 11**

(collective portfolio management firms only)

**IPRU-(INV) Chapter 12**

**IPRU-(INV) Chapter 13**

---

**Section F RMAR (note 15)**
### Firms' prudential category and applicable data items (note 1)

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>IFPRU (INV) Chapter</th>
<th>BIPRU (INV) Chapter</th>
<th>Firms other than BIPRU firms or IFPRU investment firms</th>
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<tbody>
<tr>
<td>Client assets</td>
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<td>RMAR (note 15) or FSA039</td>
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<tr>
<td>IRB Portfolio risk</td>
<td>FSA045 (Note 18)</td>
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<td></td>
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<tr>
<td>Securitisation: Non-trading book</td>
<td>CO-REP (Note 34)</td>
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<tr>
<td>Daily Flows</td>
<td>FSA047/CO-REP</td>
<td></td>
<td></td>
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<tr>
<td>Enhanced Mismatch Report</td>
<td>FSA048/CO-REP</td>
<td></td>
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<tr>
<td>Liquidity Buffer</td>
<td>FSA050/CO-REP</td>
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*Note 1: Firms' prudential category and applicable data items are specified in the table above.*
### Firms' prudential category and applicable data items (note 1)

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>IFPRU (INV)</th>
<th>BIPRU</th>
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<th>BIPRU (INV)</th>
<th>IFPRU (INV)</th>
<th>BIPRU (INV)</th>
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<tbody>
<tr>
<td>Qualifying Securities</td>
<td>24, 27, 28, 30 and 34</td>
<td>FSA051/CO-REP (Notes 24, 27, 28, 30 and 34)</td>
<td>FSA052/CO-REP (Notes 24, 28, 30, 31 and 34)</td>
<td>FSA053/CO-REP (Notes 24, 27, 28, 30 and 34)</td>
<td>FSA054/CO-REP (Notes 24, 27, 28, 30 and 34)</td>
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<td>Funding Concentration</td>
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<tr>
<td>Pricing data</td>
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<tr>
<td>Retail and corporate funding</td>
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<tr>
<td>Description of data item</td>
<td>IFPRU (INV)章 Chapter 3</td>
<td>BIPRU Chapter 5</td>
<td>IFPRU (INV) Chapter 9</td>
<td>IFPRU (INV) Chapter 12</td>
<td>IFPRU (INV) Chapter 13</td>
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<tr>
<td>Systems and Controls</td>
<td>FSA055/CO (Notes 25)</td>
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<tr>
<td>Questionnaire</td>
<td>FSA055/REP (Notes 25)</td>
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<td>Securities trading book</td>
<td>FSA055/CO (Note 34)</td>
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<tr>
<td>Information on P2P agreements</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

Note 1: All firms, except IFPRU investment firms in relation to data items reported under the EU CRR, when submitting the completed data item required, a firm must use the format of the data item set out in SUP 16 Annex 24 R. Guidance notes for completion of the data items are contained in SUP 16 Annex 25 G.

Note 2: Firms that are members of a UK consolidation group are also required to submit this report on a UK consolidation group basis.
<table>
<thead>
<tr>
<th>Description of data item</th>
<th>IFPRU (INV) Chapter 3</th>
<th>IFPRU (INV) Chapter 5</th>
<th>IFPRU (INV) Chapter 9 (management firms only)</th>
<th>BIPRU (INV) Chapter 12</th>
<th>BIPRU (INV) Chapter 13</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Firms</strong>' prudential category and applicable data items (note 1)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IFPRU investment firms and BIPRU firms</td>
<td>Firms other than BIPRU firms or IFPRU investment firms</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note 3**
This applies to a firm that is required to submit data item FSA003 and at anytime within the 12 months up to its latest accounting reference date ("the relevant period"), was reporting data item FSA004 ("Firm A") or not reporting this item ("Firm B").

In the case of Firm A it must report this data item if one or both of its last two submissions in the relevant period show that the threshold was exceeded.

In the case of Firm B it must report this item if both the last two submissions in the relevant period show that the threshold has been exceeded.

The threshold is exceeded where data element 77A in data item FSA003 is greater than £10 million, or its currency equivalent, at the relevant reporting date for the firm.

**Note 4**
This applies to a firm that is required to submit data item FSA003 and at any time within the 12 months up to its latest accounting reference date ("the relevant period"), was reporting data item FSA005 ("Firm A") or not reporting this item ("Firm B").

In the case of Firm A it must report this data item if one or both of its last two submissions in the relevant period show that the threshold was exceeded.

In the case of Firm B it must report this item if both the last two submissions in the relevant period show that the threshold has been exceeded.

The threshold is exceeded where data element 93A in data item FSA003 is greater than £50 million, or its currency equivalent, at the relevant reporting date for the firm.

**Note 5**
Only applicable to firms with a VaR model permission.

**Note 6**
[deleted]

**Note 7**
[deleted]

**Note 8**
Only applicable to IFPRU investment firms and BIPRU firms that:

(a) are subject to consolidated supervision under BIPRU 8, except those that are either included within the consolidated supervision
**Firms’ prudential category and applicable data items (note 1)**

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>IFPRU</th>
<th>BIPRU</th>
</tr>
</thead>
<tbody>
<tr>
<td>of a group that includes a UK credit institution, or that have been granted an investment firm consolidation waiver; or</td>
<td>IFPRU- (INV) Chapter 3</td>
<td>BIPRU- (INV) Chapter 5</td>
</tr>
<tr>
<td>(b) have been granted an investment firm consolidation waiver; or</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(c) are not subject to consolidated supervision under BIPRU 8.</td>
<td>IFPRU- (INV) Chapter 9</td>
<td></td>
</tr>
</tbody>
</table>

An IFPRU investment firm and a BIPRU firm under (a) must complete the report on the basis of its UK consolidation group. An IFPRU investment firm and a BIPRU firm under (b) or (c) must complete the report on the basis of its solo position.

**Note**

This will be applicable to firms that are members of a UK consolidation group on the reporting date.

**Note**

[deleted]

**Note**

Only applicable to a firm that is a sole trader or a partnership, when the report must be submitted by each partner.

**Note**

Only applicable to a firm that has both a core UK group and a non-core large exposures group.

[deleted]

**Note**

FSA034 must be completed by a firm not subject to the exemption in IPRU(INV) 5.4.2R, unless it is a firm whose permitted business includes establishing, operating or winding up a personal pension scheme, in which case FIN071 must be completed.

FSA035 must be completed by a firm subject to the exemption in IPRU(INV) 5.4.2R.

**Note**

FSA029, FSA030, FSA032 and FSA039 only apply to a firm subject to IPRU(INV) Chapter 13 which is an exempt CAD firm.

Sections A, B, C, D1 and F RMAR only apply to a firm subject to IPRU(INV) Chapter 13 which is not an exempt CAD firm.

[deleted]

[deleted]
### Firms’ prudential category and applicable data items (note 1)

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>IFPRU</th>
<th>BIPRU</th>
</tr>
</thead>
<tbody>
<tr>
<td>IFPRU investment firms and BIPRU firms</td>
<td>IPRU- (INV) Chapter 3</td>
<td>IPRU- (INV) Chapter 5</td>
</tr>
<tr>
<td>Firms other than BIPRU firms or IFPRU investment firms</td>
<td>IPRU- (INV) Chapter 9</td>
<td>IPRU- (INV) Chapter 12</td>
</tr>
<tr>
<td>IPRU- (INV) Chapter 13</td>
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<td></td>
</tr>
</tbody>
</table>

**Note 18**
Only applicable to firms that have an IRB permission.

**Note 19**
Only applicable to firms that hold securitisation positions, or are the originator or sponsor of securitisations of non-trading book exposures.

**Note 20**
Only applicable to a firm that has a solo consolidation waiver.

**Note 21**
[deleted]

**Note 22**
[deleted]

**Note 23**
A firm must complete this item separately on each of the following bases (if applicable).

1. It must complete it on a solo basis. Therefore even if it has a solo consolidation waiver it must complete the item on an unconsolidated basis by reference to the firm alone.

2. If it is a group liquidity reporting firm in a DLG by default and is a UK lead regulated firm, it must complete the item on the basis of that group.

3. If it is a group liquidity reporting firm in a UK DLG by modification, it must complete the item on the basis of that group.

4. If it is a group liquidity reporting firm in a non-UK DLG by modification, it must complete the item on the basis of that group.

**Note 24**
A firm must complete this item separately on each of the following bases that are applicable.

1. It must complete it on a solo basis unless it is a group liquidity reporting firm in a UK DLG by modification. Therefore even if it has a solo consolidation waiver it must complete the item on an unconsolidated basis by reference to the firm alone.

2. If it is a group liquidity reporting firm in a UK DLG by modification, it must complete the item on the basis of that group.
### Firms' prudential category and applicable data items (note 1)

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>IFPRU (INV)</th>
<th>BIPRU (INV)</th>
</tr>
</thead>
<tbody>
<tr>
<td>IFPRU investment firms and BIPRU firms</td>
<td>IPRU-Chap-3</td>
<td>IPRU-Chap-5</td>
</tr>
<tr>
<td>Firms other than BIPRU firms or IFPRU investment firms</td>
<td>IPRU-Chap-9</td>
<td>IPRU-Chap-12</td>
</tr>
</tbody>
</table>

#### Note 25
If it is a non-ILAS BIPRU firm, it must complete it on a solo basis. Therefore even if it has a solo consolidation waiver it must complete the item on an unconsolidated basis by reference to the firm alone.

#### Note 26

1. This item must be reported in the reporting currency.

2. If any data element is in a currency or currencies other than the reporting currency, all currencies (including the reporting currency) must be combined into a figure in the reporting currency.

3. In addition, all material currencies (which may include the reporting currency) must each be recorded separately (translated into the reporting currency). However if:
   
   a. the reporting frequency is (whether under a rule or under a waiver) quarterly or less than quarterly; or
   
   b. the only material currency is the reporting currency;

   then (3) does not apply.

4. If there are more than three material currencies for this data item, (3) only applies to the three largest in amount. A firm must identify the largest in amount in accordance with the following procedure.
   
   a. For each currency, take the largest of the asset or liability figure as referred to in the definition of material currency.
   
   b. Take the three largest figures from the resulting list of amounts.

5. The date as at which the calculations for the purposes of the definition of material currency are carried out is the last day of the reporting period in question.

6. The reporting currency for this data item is whichever of the following currencies the firm chooses, namely USD (the United States Dollar), EUR (the euro), GBP (sterling), JPY (the Japanese Yen), CHF (the Swiss Franc), CAD (the Canadian Dollar) or SEK (the Swedish Krona).
### Firms’ prudential category and applicable data items (note 1)

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>IFPRU (INV) Chapter</th>
<th>BIPRU Chapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>IFPRU investment firms and BIPRU firms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Firms other than BIPRU firms or IFPRU investment firms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IPRU-(INV) Chapter 11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(collective portfolio management firms only)</td>
<td>IPRU-(INV) Chapter 12</td>
<td>IPRU-(INV) Chapter 13</td>
</tr>
</tbody>
</table>

**Note 26** applies, except that paragraphs (3), (4), and (5) do not apply, meaning that material currencies must not be recorded separately.

**Note 28** Any changes to reporting requirements caused by a firm receiving an intra-group liquidity modification (or a variation to one) do not take effect until the first day of the next reporting period applicable under the changed reporting requirements for the data item in question if the firm receives that intra-group liquidity modification or variation part of the way through such a period. If the change is that the firm does not have to report a particular data item or does not have to report it at a particular reporting level, the firm must nevertheless report that item or at that reporting level for any reporting period that has already begun. This paragraph is subject to anything that the intra-group liquidity modification says to the contrary.

**Note 29** Only applicable to firms that hold securitisation positions in the trading book and/or are the originator or sponsor of securitisation held in the trading book.

**Note 30** FSA047, FSA048, FSA050, FSA051, FSA052, FSA053 and FSA054 must be completed by an ILAS BIPRU firm. An ILAS BIPRU firm does not need to complete FSA055. A non-ILAS BIPRU firm must complete FSA055 and does not need to complete FSA047, FSA048, FSA050, FSA051, FSA052, FSA053 and FSA054.

**Note 31** This data item must be reported only in the currencies named in FSA052, so that liabilities in GBP are reported in GBP in rows 1 to 4, those in USD are reported in USD in rows 5 to 8, and those in Euro are reported in Euro in rows 9 to 12. Liabilities in other currencies are not to be reported.

**Note 32** Only applicable to firms that are collective portfolio management investment firms.

**Note 33** Only applicable to firms that have a managing investments permission.

**Note 34** Requirements under COREP and FINREP should be determined with reference to the EU CRR and applicable technical standards.

The column in the table in SUP 16.12.15R that deals with IFPRU firms covers some liquidity items that only have to be reported by an ILAS BIPRU firm (please see notes 25 and 30).
The applicable reporting frequencies for data items referred to in Section 16.12.15 are set out in the table below according to firm type. Reporting frequencies are calculated from a firm’s accounting reference date, unless indicated otherwise.

<table>
<thead>
<tr>
<th>Data item</th>
<th>Firms’ prudential category</th>
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<tbody>
<tr>
<td></td>
<td>IFPRU 125K firm and collective portfolio management investment firm</td>
</tr>
<tr>
<td>COREP/ FINREP</td>
<td>Refer to EU CRR and applicable technical standards</td>
</tr>
<tr>
<td>Solvency statement</td>
<td>Annually</td>
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<tr>
<td>FSA001</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA002</td>
<td>Quarterly</td>
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<tr>
<td>FSA003</td>
<td>Half yearly</td>
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<td>FSA004</td>
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<td>FSA005</td>
<td>Half yearly</td>
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<td>FSA006</td>
<td>Quarterly</td>
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<td>FSA007</td>
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<td>FSA016</td>
<td>Half yearly</td>
</tr>
<tr>
<td>FSA018</td>
<td>Quarterly</td>
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</tbody>
</table>
### Data item | Firms’ prudential category
--- | ---
**IFPRU** | **BFPRU** | **UK consolidation group or defined liquidity group** | **Firm other than BFPRU firms or IFPRU investment firms**
730K firm | 125K firm and collective portfolio management firm | 50K firm | BIPRU firm | Refer to EU CRR and applicable technical standards

### COREP/ FINREP | Refer to EU CRR and applicable technical standards
--- | ---
FSA019 | Annually | Annually | Annually | Annually
FSA028 | | | Half yearly | | Quarterly

FSA029 | Quarterly | Quarterly | Quarterly | Quarterly
FSA030 | Quarterly | Quarterly | Quarterly | Quarterly
FSA031 | Quarterly | Quarterly | Quarterly | Quarterly
FSA032 | Quarterly | Quarterly | Quarterly | Quarterly
FSA033 | Quarterly | Quarterly | Quarterly | Quarterly
FSA034 | Quarterly | Quarterly | Quarterly | Quarterly
FSA035 | Quarterly | Quarterly | Quarterly | Quarterly
FSA038 | Half yearly | Half yearly | Half yearly | Half yearly
FSA039 | Half yearly | Half yearly | Half yearly | Half yearly
FSA045 | Half yearly | | Half yearly | Quarterly
FSA046 | Quarterly | | Quarterly | Quarterly
FSA047 | Daily, weekly, monthly or quarterly (Notes 5, 6 and 8) | Daily, weekly, monthly or quarterly (Notes 5, 7 and 8) | Daily, weekly, monthly or quarterly (Notes 5, 7 and 8) | Daily, weekly, monthly or quarterly (Notes 5, 7 and 8)
FSA048 | Daily, weekly, monthly or quarterly (Notes 5, 6 and 8) | Daily, weekly, monthly or quarterly (Notes 5, 6 and 8) | Daily, weekly, monthly or quarterly (Notes 5, 6 and 8) | Daily, weekly, monthly or quarterly (Notes 5, 6 and 8)
### Data Item

<table>
<thead>
<tr>
<th>Item</th>
<th>Firms’ prudential category</th>
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</thead>
<tbody>
<tr>
<td></td>
<td><strong>IFPRU 125K</strong> firm and collective portfolio management firm</td>
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<tr>
<td></td>
<td>Refer to <strong>EU CRR</strong> and applicable technical standards</td>
</tr>
<tr>
<td>FSA050</td>
<td>Monthly (Note 5)</td>
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<tr>
<td>FSA051</td>
<td>Monthly (Note 5)</td>
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<td>FSA052</td>
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<td>Data item</td>
<td>Firms' prudential category</td>
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<tr>
<td>-----------</td>
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</tr>
<tr>
<td>IFPRU 730K firm</td>
<td>IFPRU 125K firm and collective portfolio management investment firm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COREP/ FINREP</th>
<th>Refer to EU CRR and applicable technical standards</th>
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<tbody>
<tr>
<td>FSA055</td>
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<tr>
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<td>Section A RMAR</td>
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<td>Section B RMAR</td>
<td>Annually (Note 5)</td>
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<tr>
<td>Section C RMAR</td>
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<tr>
<td>Section D1 RMAR</td>
<td>Annually (Note 5)</td>
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<tr>
<td>Section F RMAR</td>
<td>Annually (Note 5)</td>
</tr>
</tbody>
</table>

Note 1 [deleted]

Note 2 Annual regulated business revenue up to and including £5 million.
### Data item | Firms' prudential category
---|---
IFPRU 730K firm | IFPRU 125K firm and collective portfolio management investment firm | IFPRU 50K firm | BIPRU firm | UK consolidated group or defined liquidity group | Firm other than BIPRU firms or IFPRU investment firms

COREP/FINREP | Refer to EU CRR and applicable technical standards

Note 3 | Annual regulated business revenue over £5 million.

Note 4 | The reporting date for this data item is six months after a firm’s most recent accounting reference date.

Note 5 | Reporting frequencies and reporting periods for this data item are calculated on a calendar year basis and not from a firm’s accounting reference date. In particular:

1. A week means the period beginning on Saturday and ending on Friday.
2. A month begins on the first day of the calendar month and ends on the last day of that month.
3. Quarters end on 31 March, 30 June, 30 September and 31 December.
4. Daily means each business day.

All periods are calculated by reference to London time.

Any changes to reporting requirements caused by a firm receiving an intra-group liquidity modification (or a variation to one) do not take effect until the first day of the next reporting period applicable under the changed reporting requirements if the firm receives that intra-group liquidity modification or variation part of the way through such a period, unless the intra-group liquidity modification says otherwise.

Note 6 | If the report is on a solo basis the reporting frequency is as follows:

1. if the firm does not have an intra-group liquidity modification the frequency is:
2. weekly if the firm is a standard frequency liquidity reporting firm; and
### Data item | Firms’ prudential category
---|---
| IFPRU 125K firm and collective portfolio management investment firm | IFPRU 50K firm | BIPRU firm | Firm other than BIPRU firms or IFPRU investment firms |
| IFPRU 730K firm | UK consolidation group or defined liquidity group |

**COREP/FINREP**

Refer to EU CRR and applicable technical standards

Note 7

(b) monthly if the *firm* is a *low frequency liquidity reporting firm*;

(2) if the *firm* is a *group liquidity reporting firm in a non-UK DLG by modification (firm level)* the frequency is:

(a) weekly if the *firm* is a *standard frequency liquidity reporting firm*; and

(b) monthly if the *firm* is a *low frequency liquidity reporting firm*;

(3) the frequency is quarterly if the *firm* is a *group liquidity reporting firm in a UK DLG by modification*.

(1) If the report is by reference to the *firm’s DLG by default* the reporting frequency is:

(a) weekly if the *group liquidity standard frequency reporting conditions* are met;

(b) monthly if the *group liquidity low frequency reporting conditions* are met.

(2) If the report is by reference to the *firm’s UK DLG by modification* the reporting frequency is:

(a) weekly if the *group liquidity standard frequency reporting conditions* are met;

(b) monthly if the *group liquidity low frequency reporting conditions* are met.

(3) If the report is by reference to the *firm’s non-UK DLG by modification* the reporting frequency is quarterly.
### Section 16.12: Integrated Regulatory Reporting

**Data item**  
**Firms' prudential category**

<table>
<thead>
<tr>
<th>Data item</th>
<th>IFPRU 125K firm and collective portfolio management investment firm</th>
<th>IFPRU 50K firm</th>
<th>BIPRU firm</th>
<th>Firm other than BIPRU firms or IFPRU investment firms</th>
</tr>
</thead>
<tbody>
<tr>
<td>IFPRU 730K firm</td>
<td>Refer to EU CRR and applicable technical standards</td>
<td>Refer to EU CRR and applicable technical standards</td>
<td>Refer to EU CRR and applicable technical standards</td>
<td>Refer to EU CRR and applicable technical standards</td>
</tr>
</tbody>
</table>

**Note 8**

1. If the reporting frequency is otherwise weekly, the item is to be reported on every business day if (and for as long as) there is a firm-specific liquidity stress or market liquidity stress in relation to the firm or group in question.

2. If the reporting frequency is otherwise monthly, the item is to be reported weekly if (and for as long as) there is a firm-specific liquidity stress or market liquidity stress in relation to the firm or group in question.

3. A firm must ensure that it would be able at all times to meet the requirements for daily or weekly reporting under paragraph (1) or (2) even if there is no firm-specific liquidity stress or market liquidity stress and none is expected.

**Note 9**

If the report is on a solo basis, the reporting frequency is as follows:

1. Weekly if the firm is a standard frequency liquidity reporting firm; and

2. Monthly if the firm is a low frequency liquidity reporting firm.

**Note 10**

If the report is by reference to the firm's UK DLG by modification, the reporting frequency is:

1. Weekly if the group liquidity standard frequency reporting conditions are met;

2. Monthly if the group liquidity low frequency reporting conditions are met.
The applicable due dates for submission referred to in SUP 16.12.4 R are set out in the table below. The due dates are the last day of the periods given in the table below following the relevant reporting frequency period set out in SUP 16.12.16 R, unless indicated otherwise.

<table>
<thead>
<tr>
<th>Data item</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Quarterly</th>
<th>Half yearly</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>COREP/ FINREP</td>
<td>Refer to EU CRR and applicable technical standards</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
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<td>Solvency statement</td>
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<tr>
<td>Data Item</td>
<td>Daily</td>
<td>Weekly</td>
<td>Monthly</td>
<td>Quarterly</td>
<td>Half yearly</td>
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<td>FSA047</td>
<td>22.00 hours (London time) on the business day im-</td>
<td>22.00 hours (London time) on the business day im-</td>
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<td>15 business days or one Month (Note 4)</td>
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<td>Monthly</td>
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<td>Half yearly</td>
<td>Annual</td>
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<td>COREP/FINREP</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>mediately following the last day of the reporting period for the item in question</td>
<td>mediately following the last day of the reporting period for the item in question</td>
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<tr>
<td>FSA048</td>
<td>22.00 hours (London time) on the business day immediately following the last day of the reporting period for the item in question</td>
<td>22.00 hours (London time) on the business day immediately following the last day of the reporting period for the item in question</td>
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<td>15 business days or one Month (Note 4)</td>
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<td>FSA052</td>
<td>22.00 hours (London time) on the second business day immediately following the last day of the reporting period for the item in question</td>
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<tr>
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</table>
### Data Item

<table>
<thead>
<tr>
<th>COREP/FINREP</th>
<th>Refer to EU CRR and applicable technical standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item in question</td>
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<td>FSA053</td>
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<td>15 business days</td>
</tr>
<tr>
<td>FSA055</td>
<td>15 business days</td>
</tr>
<tr>
<td>FSA058</td>
<td>20 business days (Note 2), 45 business days (Note 3)</td>
</tr>
<tr>
<td>FIN066</td>
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<td>FIN067</td>
<td>30 days</td>
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<tr>
<td>FIN068</td>
<td>30 business days</td>
</tr>
<tr>
<td>FIN069</td>
<td>20 business days</td>
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<tr>
<td>FIN070</td>
<td>20 business days</td>
</tr>
<tr>
<td>FIN071</td>
<td>20 business days</td>
</tr>
<tr>
<td>Section A RMAR</td>
<td>30 business days 30 business days</td>
</tr>
<tr>
<td>Section B RMAR</td>
<td>30 business days 30 business days</td>
</tr>
<tr>
<td>Section C RMAR</td>
<td>30 business days 30 business days</td>
</tr>
<tr>
<td>Sections D1 and D2 RMAR</td>
<td>30 business days 30 business days</td>
</tr>
<tr>
<td>Section F RMAR</td>
<td>30 business days</td>
</tr>
</tbody>
</table>

**Note 1** [deleted]

**Note 2** For unconsolidated and solo-consolidated reports.

**Note 3** For UK consolidation group reports.

**Note 4** It is one Month if the report relates to a non-UK DLG by modification.
Section 16.12 : Integrated Regulatory Reporting

16.12.18 [deleted]

16.12.18A

16.12.18AA  

(1) ■ SUP 16.12.18B R and ■ SUP 16.12.18C R do not apply to:

(a) a lead regulated firm;
(b) an OPS firm;
(c) a local authority.

(2) A lead regulated firm and an OPS firm must submit a copy of its annual report and audited accounts within 80 business days from its accounting reference date.

The applicable data items, reporting frequencies and submission deadlines referred to in ■ SUP 16.12.4 R are set out in the table below. Reporting frequencies are calculated from a firm’s accounting reference date, unless indicated otherwise. The due dates are the last day of the periods given in the table below following the relevant reporting frequency period.

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>Data item (note 1)</th>
<th>Frequency</th>
<th>Submission deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Sheet</td>
<td>Sections A.1 and A.2 MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Income Statement</td>
<td>Sections B.0 and B.1 MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Capital Adequacy (notes 4 and 5)</td>
<td>Section C MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Lending - Business flow and rates</td>
<td>Section D MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Residential Lending to individuals - New business profile</td>
<td>Section E MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Lending - arrears analysis</td>
<td>Section F MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Mortgage Administration - Business Profile</td>
<td>Section G MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Mortgage Administration - Arrears analysis</td>
<td>Section H MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Analysis of loans to customers</td>
<td>Section A3 MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Provisions analysis</td>
<td>Section B2 MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Fees and Levies</td>
<td>Section J MLAR</td>
<td>Annually</td>
<td>30 business days</td>
</tr>
<tr>
<td>Sale and rent back</td>
<td>Section K MLAR</td>
<td>Annually</td>
<td>30 business days</td>
</tr>
<tr>
<td>Credit Risk (notes 2 and 4)</td>
<td>Section L MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Liquidity (notes 3 and 4)</td>
<td>Section M MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
</tbody>
</table>
Note 1
When submitting the completed data item required, a firm must use the format of the data item set out in SUP 16 Annex 19A. Guidance notes for the completion of the data items are set out in SUP 16 Annex 19B.

Note 2
Only applicable to a firm that has one or more exposures that satisfy the conditions set out in MIPRU 4.2A.4 R, and:
- has permission to carry on any home financing which is connected to regulated mortgage contracts; or
- has permission to carry on home financing and home finance administration which is connected to regulated mortgage contracts (and no other activity); or
- has permission to carry on home finance administration which is connected to regulated mortgage contracts and has all or part of the home finance transactions that it administers on its balance sheet.

Note 3
Only applicable to a firm that:
- is subject to MIPRU 4.2D;
- has no restriction to its Part 4A permission preventing it from undertaking new home financing or home finance administration connected to regulated mortgage contracts; and
- has permission to carry on any home financing or home finance administration connected to regulated mortgage contracts.

Note 4
Not applicable if the firm exclusively carries on home finance administration or home finance providing activities in relation to second charge regulated mortgage contracts or legacy CCA mortgage contracts (or both).
Also not applicable if the firm is a P2P platform operator facilitating home finance transactions.

Note 5
Only applicable to a firm that is subject to MIPRU 4.2 (Capital resources requirements).
Second charge business flow and rates
Second charge lending to individuals
Second charge lending - arrears analysis
Second charge mortgage administration - arrears analysis

When submitting the completed data item required, a firm must use the format of the data item set out in SUP 16 Annex 19AA R. Guidance notes for the completion of the data items are set out in SUP 16 Annex 19B.

Regulated Activity Group 6

16.12.19 R
(1) SUP 16.12.19A R to SUP 16.12.21 R do not apply to:
   (a) a lead regulated firm;
   (b) an OPS firm;
   (c) a local authority.

(2) [deleted]

16.12.19A R
The applicable data items referred to in SUP 16.12.4 R are set out according to type of firm in the table below:

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>Firms’ prudential category and applicable data items (note 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solvency statement</td>
<td>No standard format</td>
</tr>
<tr>
<td>Balance sheet</td>
<td>FSA029</td>
</tr>
<tr>
<td>Income statement</td>
<td>FSA030</td>
</tr>
<tr>
<td>Capital adequacy</td>
<td>FSA033</td>
</tr>
<tr>
<td>Threshold conditions</td>
<td>Section F RMAR (Note 7)</td>
</tr>
<tr>
<td>Client money and...</td>
<td>Section C RMAR</td>
</tr>
</tbody>
</table>
### Section 16.12: Integrated Regulatory Reporting

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>Firms’ prudential category and applicable data items (note 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>IPRU(INV) Chapter 3</td>
</tr>
<tr>
<td>client assets</td>
<td>(note 7) or FSA039</td>
</tr>
<tr>
<td>Pillar 2 questionnaire</td>
<td>FSA019 (note 8)</td>
</tr>
</tbody>
</table>

**Note 1**
When submitting the completed data item required, a firm must use the format of the data item set out in SUP 16 Annex 24. Guidance notes for completion of the data items are contained in SUP 16 Annex 25.

**Note 2**
[deleted]

**Note 3**
[deleted]

**Note 4**
FSA034 must be completed by a firm not subject to the exemption in IPRU(INV) 5.4.2R, unless it is a firm whose permitted business includes establishing, operating or winding up a personal pension scheme, in which case FIN071 must be completed.

FSA035 must be completed by a firm subject to the exemption in IPRU(INV) 5.4.2R, unless the firm is the depositary of a UCITS scheme in which case, FIN072 must be completed.

**Note 5**
FSA032 must be completed by a firm subject to IPRU(INV) Chapter 13 which is an exempt CAD firm.

**Note 6**
Only applicable to a firm that is a partnership, when the report must be submitted by each partner.

**Note 7**
FSA029, FSA030, FSA032 and FSA039 only apply to a firm subject to IPRU(INV) Chapter 13 which is an exempt CAD firm. Sections A, B, C, D1, and F RMAR only apply to a firm subject to IPRU(INV) Chapter 13 which is not an exempt CAD firm.

**Note 8**
Only applicable to a firm that is the depositary of a UCITS scheme.

---

**16.12.20**

The applicable reporting frequencies for submission of data items referred to in SUP 16.12.4 R are set out in the table below. Reporting frequencies are calculated from a firm’s accounting reference date, unless indicated otherwise.

<table>
<thead>
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<th>Data item</th>
<th>Frequency</th>
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<tr>
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</tr>
<tr>
<td>FSA029</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA030</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA031</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA032</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA033</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA034</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA035</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA039</td>
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<td>FIN071</td>
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<tr>
<td>FIN072</td>
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</table>
The applicable due dates for submission referred to in SUP 16.12.4 R are set out in the table below. The due dates are the last day of the periods given in the table below following the relevant reporting frequency period set out in SUP 16.12.20 R.

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<th>Annual</th>
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</tr>
<tr>
<td>FSA019</td>
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<td>2 months</td>
</tr>
<tr>
<td>FSA029</td>
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<td>FSA030</td>
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<td></td>
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</tr>
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<tr>
<td>Section C RMAR</td>
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<tr>
<td>Sections D1 and D2 RMAR</td>
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<td>Section F RMAR</td>
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</tbody>
</table>
Regulated Activity Group 7

16.12.22 R

(1) [SUP 16.12.22A R to SUP 16.12.24 R do not apply to:

(a) a lead regulated firm (except in relation to data items 47 to 55 (inclusive));
(b) an OPS firm;
(c) a local authority.

(2) [deleted]

16.12.22A R

The applicable data items referred to in [SUP 16.12.4 R are set out according to type of firm in the table below:

<table>
<thead>
<tr>
<th>Description of Data item</th>
<th>Firms' prudential category and applicable data item (note 1)</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>IFPRU BIPRU firm</td>
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<tr>
<td>Solvency statement</td>
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<tr>
<td>Income Statement</td>
<td>FSA002/FIN-REP (Notes 2 and 29)</td>
</tr>
<tr>
<td>Capital Adequacy</td>
<td>COREP (Note 29)</td>
</tr>
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<td>Credit risk</td>
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</tr>
<tr>
<td>Market risk</td>
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<tr>
<td>Market risk - supplementary</td>
<td>FSA006 (note 5)</td>
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<td>Operational risk</td>
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<td>Large exposures</td>
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<td>Exposures between core UK group</td>
<td>FSA018 (note 12)</td>
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<td>Description of Data item</td>
<td>Firms’ prudential category and applicable data item (note 1)</td>
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<td>Section G RMAR</td>
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<td>Section G RMAR</td>
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<td>Training and Competence</td>
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<td>Section G RMAR</td>
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<td>Section H RMAR</td>
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<td>Section H RMAR</td>
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<td>Section C RMAR</td>
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<tr>
<td>Fees and levies</td>
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<td>Section J RMAR</td>
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<td>Section K RMAR (Note 26)</td>
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<td>Securitisation: non-trading book</td>
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<td>FSA050/CO-REP (Notes 17, 20, 21, 24 and 29)</td>
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<td>Funding Concentration</td>
<td>FSA051/CO-REP (Notes 17, 20, 21, 24 and 29)</td>
</tr>
<tr>
<td>Pricing data</td>
<td>FSA052/CO-REP (Notes 17, 20, 21, 24 and 29)</td>
</tr>
<tr>
<td>Retail and corporate</td>
<td>FSA053/CO-REP (Notes 17, 20, 21, 24 and 29)</td>
</tr>
<tr>
<td>Funding Analysis</td>
<td>FSA054/CO-REP (Notes 17, 20, 21, 24 and 29)</td>
</tr>
<tr>
<td>Systems and Controls</td>
<td>FSA055/CO-REP (Notes 18, 24 and 29)</td>
</tr>
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<td>Questionnaire</td>
<td>FSA055 (Notes 18 and 24)</td>
</tr>
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<td>Securitisation trading</td>
<td>COREP (Note 29)</td>
</tr>
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<td>book</td>
<td>FSA058 (Note 22)</td>
</tr>
<tr>
<td>Supplementary data for</td>
<td>FIN067 (Note 28)</td>
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<td>collective portfolio</td>
<td>FIN068 (Note 28)</td>
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<tr>
<td>management investment</td>
<td></td>
</tr>
<tr>
<td>firms</td>
<td></td>
</tr>
</tbody>
</table>

Note 1 When submitting the completed data item required, a firm must use the format of the data item set out in SUP 16 Annex 24 R, or SUP 16 Annex 18A R in the case of the RMAR. Guidance notes for completion of the data items are contained in SUP 16 Annex 25 G, or SUP 16 Annex 18B G in the case of the RMAR.
### Description of Data item

<table>
<thead>
<tr>
<th>Description of Data item</th>
<th>Firms’ prudential category and applicable data item (note 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note 2</td>
<td>Firms that are members of a UK consolidation group are also required to submit this report on a UK consolidation group basis.</td>
</tr>
</tbody>
</table>
| Note 3                   | This applies to a firm that is required to submit data item FSA003 and, at any time within the 12 months up to its latest accounting reference date ("the relevant period"), was reporting data item FSA004 ("Firm A") or not reporting this item ("Firm B").  
In the case of Firm A it must report this data item if one or both of its last two submissions in the relevant period show that the threshold was exceeded.  
In the case of Firm B it must report this item if both the last two submissions in the relevant period show that the threshold has been exceeded.  
The threshold is exceeded where data element 77A in data item FSA003 is greater than £10 million, or its currency equivalent, at the relevant reporting date for the firm. |
| Note 4                   | This applies to a firm that is required to submit data item FSA003 and, at any time within the 12 months up to its latest accounting reference date ("the relevant period"), was reporting data item FSA005 ("Firm A") or not reporting this item ("Firm B").  
In the case of Firm A it must report this data item if one or both of its last two submissions in the relevant period show that the threshold was exceeded.  
In the case of Firm B it must report this item if both the last two submissions in the relevant period show that the threshold has been exceeded.  
The threshold is exceeded where data element 93A in data item FSA003 is greater than £50 million, or its currency equivalent, at the relevant reporting date for the firm. |
| Note 5                   | Only applicable to firms with a VaR model permission. |
| Note 6                   | [deleted] |
| Note 7                   | [deleted] |
| Note 8                   | Only applicable to IFPRU investment firms and BIPRU firms that:  
(a) are subject to consolidated supervision under BIPRU 8, except those that are either included within the consolidated supervision of a group that includes a UK credit institution, or that have been granted an investment firm consolidation waiver; or  
(b) have been granted an investment firm consolidation waiver; or  
(c) are not subject to consolidated supervision under BIPRU 8.  
An IFPRU investment firm and a BIPRU firm under (a) must complete the report on the basis of its UK consolidation group. An IFPRU investment firm and a BIPRU firm under (b) or (c) must complete the report on the basis of its solo position. |
**Description of Data item** | **Firms’ prudential category and applicable data item (note 1)**
--- | ---
**Note 9** | This will be applicable to *firms* that are members of a *UK consolidation group* on the reporting date.
**Note 10** | [deleted]
**Note 11** | Only applicable to a firm that is a *sole trader* or a *partnership*, when the report must be submitted by each *partner*.
**Note 12** | Only applicable to a *firm* that has both a *core UK group* and a *non-core large exposures group*.
**Note 13** | Only applicable to *firms* that have an *IRB permission*.
**Note 14** | Only applicable to *firms* that hold *securitisation positions*, or are the *originator* or *sponsor* of *securitisations of non-trading book exposures*.
**Note 15** | This item only applies to *firms* that are subject to an *FCA requirement* to hold professional indemnity insurance and are not exempt *CAD firms*.
**Note 16** | A *firm* must complete this item separately on each of the following bases (if applicable).

(1) It must complete it on a solo basis. Therefore even if it has a *solo consolidation waiver* it must complete the item on an unconsolidated basis by reference to the *firm* alone.

(2) If it is a *group liquidity reporting firm in a DLG by default* and is a *UK lead regulated firm*, it must complete the item on the basis of that group.

(3) If it is a *group liquidity reporting firm in a UK DLG by modification*, it must complete the item on the basis of that group.

(4) If it is a *group liquidity reporting firm in a non-UK DLG by modification*, it must complete the item on the basis of that group.

**Note 17** | A *firm* must complete this item separately on each of the following bases that are applicable.

(1) It must complete it on a solo basis unless it is a *group liquidity reporting firm in a UK DLG by modification*. Therefore even if it has a *solo consolidation waiver* it must complete the item on an unconsolidated basis by reference to the *firm* alone.

(2) If it is a *group liquidity reporting firm in a UK DLG by modification*, it must complete the item on the basis of that group.

**Note 18** | If it is a *non-ILAS BIPRU firm*, it must complete it on a solo basis. Therefore even if it has a *solo consolidation waiver* it must complete the item on an unconsolidated basis by reference to the *firm* alone.

**Note 19** | (1) This item must be reported in the reporting currency.

(2) If any *data element* is in a currency or currencies other than the reporting currency, all currencies (including the reporting currency) must be combined into a figure in the reporting currency.
<table>
<thead>
<tr>
<th>Description of Data item</th>
<th>Firms' prudential category and applicable data item (note 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(3) In addition, all material currencies (which may include the reporting currency) must each be recorded separately (translated into the reporting currency). However if:</td>
<td></td>
</tr>
<tr>
<td>(a) the reporting frequency is (whether under a rule or under a waiver) quarterly or less than quarterly; or</td>
<td></td>
</tr>
<tr>
<td>(b) the only material currency is the reporting currency;</td>
<td></td>
</tr>
<tr>
<td>(3) does not apply.</td>
<td></td>
</tr>
<tr>
<td>(4) If there are more than three material currencies for this data item, (3) only applies to the three largest in amount. A firm must identify the largest in amount in accordance with the following procedure.</td>
<td></td>
</tr>
<tr>
<td>(a) For each currency, take the largest of the asset or liability figure as referred to in the definition of material currency.</td>
<td></td>
</tr>
<tr>
<td>(b) Take the three largest figures from the resulting list of amounts.</td>
<td></td>
</tr>
<tr>
<td>(5) The date as at which the calculations for the purposes of the definition of material currency are carried out is the last day of the reporting period in question.</td>
<td></td>
</tr>
<tr>
<td>(6) The reporting currency for this data item is whichever of the following currencies the firm chooses, namely USD (the United States Dollar), EUR (the euro), GBP (sterling), JPY (the Japanese Yen), CHF (the Swiss Franc), CAD (the Canadian Dollar) or SEK (the Swedish Krona).</td>
<td></td>
</tr>
</tbody>
</table>

Note 20 Note 19 applies, except that paragraphs (3), (4) and (5) do not apply, meaning that material currencies must not be recorded separately.

Note 21 Any changes to reporting requirements caused by a firm receiving an intra-group liquidity modification (or a variation to one) do not take effect until the first day of the next reporting period applicable under the changed reporting requirements for the data item in question if the firm receives that intra-group liquidity modification or variation part of the way through such a period. If the change is that the firm does not have to report a particular data item or does not have to report it at a particular reporting level, the firm must nevertheless report that item or at that reporting level for any reporting period that has already begun. This paragraph is subject to anything that the intra-group liquidity modification says to the contrary.

Note 22 Only applicable to firms that hold securitisation positions in the trading book and/or are the originator or sponsor of securitisations held in the trading book.

Note 23 Where a firm submits data items for both RAG 7 and RAG 9, the firm must complete Section D1.

Note 24 FSA047, FSA048, FSA050, FSA051, FSA052, FSA053 and FSA054 must be completed by an ILAS BIPRU firm. An ILAS BIPRU firm does not need to complete FSA055. A non-ILAS BIPRU firm must
Note 25 This data item must be reported only in the currencies named in FSA052, so that liabilities in GBP are reported in GBP in rows 1 to 4, those in USD are reported in USD in rows 5 to 8, and those in Euro are reported in Euro in rows 9 to 12. Liabilities in other currencies are not to be reported.

Note 26 This item only applies to firms that provide advice on retail investment products and P2P agreements.

Note 27 [deleted]

Note 28 Only applicable to firms that are collective portfolio management investment firms.

Note 29 Requirements under COREP and FINREP should be determined with reference to the EU CRR and applicable technical standards.

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**16.12.22B**

The column in the table in SUP 16.12.22A R that deals with IFPRU firms covers some liquidity items that only have to be reported by an ILAS BIPRU firm (see notes 18 and 24). (see notes 18 and 24).

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**16.12.22C**

[deleted]

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**16.12.23**

[deleted]

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**16.12.23A**

The applicable reporting frequencies for data items referred to in SUP 16.12.22A R are set out in the table below. Reporting frequencies are calculated from a firm's accounting reference date, unless indicated otherwise.

<table>
<thead>
<tr>
<th>Data item</th>
<th>Frequency</th>
<th>Unconsolidated BIPRU investment firm and IFPRU investment firm</th>
<th>Solo consolidated BIPRU investment firm and IFPRU investment firm</th>
<th>UK Consolidation Group or defined liquidity group</th>
<th>Annual regulated business revenue up to and including £5 million</th>
<th>Annual regulated business revenue over £5 million</th>
</tr>
</thead>
<tbody>
<tr>
<td>COREP/FINREP</td>
<td>Refer to EU CRR and applicable technical standards</td>
<td></td>
<td></td>
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<tr>
<td>Solvency statement</td>
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<td>Half yearly</td>
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### SUP 16: Reporting

#### Section 16.12: Integrated Regulatory Requirements

<table>
<thead>
<tr>
<th>Data Item</th>
<th>Frequency</th>
<th>Unconsolidated BIPRU investment firm and IFPRU investment firm</th>
<th>Solo consolidated BIPRU investment firm</th>
<th>UK Consolidation Group or defined liquidity group</th>
<th>Annual regulated business revenue up to and including £5 million</th>
<th>Annual regulated business revenue over £5 million</th>
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</thead>
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<tr>
<td>COREP/FINREP</td>
<td>Refer to EU CRR and applicable technical standards</td>
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<td>Data item</td>
<td>Frequency</td>
<td>Unconsolidated BIPRU investment firm and IFPRU investment firm</td>
<td>Solo consolidated BIPRU investment firm and IFPRU investment firm</td>
<td>UK Consolidation Group or defined liquidity group</td>
<td>Annual regulated business revenue up to and including £5 million</td>
<td>Annual regulated business revenue over £5 million</td>
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<td>Weekly or monthly (Notes 4 and 9)</td>
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<td>Quarterly (Note 11)</td>
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<td>Solo consolidated BIPRU investment firm and IFPRU investment firm</td>
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Refer to EU CRR and applicable technical standards

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**Note 1**

IFPRU 730K firms and IFPRU 125K firms - quarterly; IFPRU 50K firms and BIPRU firms - half yearly.

**Note 2**

IFPRU 730K firms - monthly; IFPRU 125K firms - quarterly; IFPRU 50K firms and BIPRU firms - half yearly.

**Note 3**

The reporting date for this data item is six months after a firm’s most recent accounting reference date.

**Note 4**

Reporting frequencies and reporting periods for this data item are calculated on a calendar year basis and not from a firm’s accounting reference date. In particular:

1. A week means the period beginning on Saturday and ending on Friday;
2. A month begins on the first day of the calendar month and ends on the last day of that month;
3. Quarters end on 31 March, 30 June, 30 September and 31 December;
4. Daily means each business day.

All periods are calculated by reference to London time.

Any changes to reporting requirements caused by a firm receiving an intra-group liquidity modification (or a variation to one) do not take effect until the first day of the next reporting period applicable under the changed reporting requirements if the firm receives that intra-group liquidity modification or variation part of the way through such a period, unless the intra-group liquidity modification says otherwise.

**Note 5**

If the report is on a solo basis the reporting frequency is as follows:

1. If the firm does not have an intra-group liquidity modification the frequency is:
   - (a) weekly if the firm is a standard frequency liquidity reporting firm; and
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<td>(b) monthly if the firm is a low frequency liquidity reporting firm;</td>
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(2) if the firm is a group liquidity reporting firm in a non-UK DLG by modification (firm level) the frequency is:

(a) weekly if the firm is a standard frequency liquidity reporting firm; and

(b) monthly if the firm is a low frequency liquidity reporting firm;

(3) the frequency is quarterly if the firm is a group liquidity reporting firm in a UK DLG by modification.

Note 6

(1) If the report is by reference to the firm’s DLG by default the reporting frequency is:

(a) weekly if the group liquidity standard frequency reporting conditions are met;

(b) monthly if the group liquidity low frequency reporting conditions are met.

(2) If the report is by reference to the firm’s UK DLG by modification the reporting frequency is:

(a) weekly if the group liquidity standard frequency reporting conditions are met;

(b) monthly if the group liquidity low frequency reporting conditions are met.

(3) If the report is by reference to the firm’s non-UK DLG by modification the reporting frequency is quarterly.

Note 7

(1) If the reporting frequency is otherwise weekly, the item is to be reported on every business day if (and for as long as) there is a firm-specific liquidity stress or market liquidity stress in relation to the firm or group in question.

(2) If the reporting frequency is otherwise monthly, the item is to be reported weekly if (and for as long as) there is a firm-specific liquidity stress or market liquidity stress in relation to the firm or group in question.

(3) A firm must ensure that it would be able at all times to meet the requirements for daily or weekly reporting under (1) or (2) even if there is no firm-specific liquidity stress or market liquidity stress and none is expected.
### Frequency of Reporting

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#### Note 8
If the report is on a solo basis the reporting frequency is as follows:

1. Weekly if the firm is a standard frequency liquidity reporting firm; and
2. Monthly if the firm is a low frequency liquidity reporting firm.

#### Note 9
If the report is by reference to the firm’s UK DLG by modification the reporting frequency is:

1. Weekly if the group liquidity standard frequency reporting conditions are met;
2. Monthly if the group liquidity low frequency reporting conditions are met.

#### Note 10
As specified in SUP 16.12.22AR, solo consolidation has no application to liquidity reporting. Therefore, it does not make any difference to the reporting of this item whether or not the firm is solo consolidated.

#### Note 11
Only applicable to firms that are not required to report a data item with a similar name and purpose under the EU CRR and applicable technical standards.

### Applicable Due Dates

The applicable due dates for submission referred to in SUP 16.12.4R are set out in the table below. The due dates are the last day of the periods given in the table below following the relevant reporting frequency period set out in SUP 16.12.23AR, unless indicated otherwise.

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**COREP/FINREP**

**Refer to EU CRR and applicable technical standards**

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**Data Item**

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**Refer to EU CRR and applicable technical standards**

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Note 1 For unconsolidated and solo consolidated reports.
Note 2 For UK consolidation group reports.
Note 3 It is one Month if the report relates to a non-UK DLG by modification.

---

### Regulated Activity Group 8

16.12.25 R

(1) **SUP 16.12.25A R does not apply to:**

(a) a lead regulated firm (except in relation to data items 47 to 55 (inclusive));
(b) an **OPS firm**;
(c) a local authority;
(d) a **service company**.

(2) [deleted]

(3) [deleted]

The applicable data items referred to in SUP 16.12.4 R are set out according to type of firm in the table below:

<table>
<thead>
<tr>
<th>Firms’ prudential category and applicable data item (note 1)</th>
<th>IFPRU investment firms and BIPRU firms</th>
<th>Firms other than BIPRU firms or IFPRU investment firms</th>
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### Firms' prudential category and applicable data item (note 1)

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| Operational risk         | COREP (Note 30)                        | Firms other than BIPRU firms or IFPRU investment firms |
| Large exposures          | COREP (Note 30)                        |                                                      |
| UK Integrated group      | FSA018 (note 12)                       |                                                      |
| Exposure between core    | FSA016 (note 20)                       |                                                      |
| Large exposure group     |                                       |                                                      |
| Solo consolidation data  | FSA016 (note 20)                       |                                                      |
| Pillar 2 questionnaire   | FSA019 (note 8)                        |                                                      |
| Non-EEA subgroup         | COREP (Note 30)                        |                                                      |
| Threshold conditions     |                                        |                                                      |
| Client money and client  | FSA039                                  |                                                      |
| assets                   |                                        |                                                      |

Section F
RMAR (note 17)

Section C
RMAR (Note 13) or FSA039
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**Questionnaire**

Securitisation: trading book

When submitting the completed data item required, a firm must use the format of the data item set out in SUP 16 Annex 24 R. Guidance notes for completion of the data items are contained in SUP 16 Annex 25 G.

Note 1: Firms that are members of a UK consolidation group are also required to submit this report on a UK consolidation group basis.

Note 2: This applies to a firm that is required to submit data item FSA003 and, at any time within the 12 months up to its latest accounting reference date ("the relevant period"), was reporting data item FSA004 ("Firm A") or not reporting this item ("Firm B").

In the case of Firm A it must report this data item if one or both of its last two submissions in the relevant period show that the threshold was exceeded.

In the case of Firm B it must report this item if both the last two submissions in the relevant period show that the threshold has been exceeded.

The threshold is exceeded where data element 77A in data item FSA003 is greater than £10 million, or its currency equivalent, at the relevant reporting date for the firm.

Note 4: This applies to a firm that is required to submit data item FSA003 and, at any time within the 12 months up to its latest accounting reference date ("the relevant period"), was reporting data item FSA005 ("Firm A") or not reporting this item ("Firm B").

In the case of Firm A it must report this data item if one or both of its last two submissions in the relevant period show that the threshold was exceeded.

In the case of Firm B it must report this item if both the last two submissions in the relevant period show that the threshold has been exceeded.

The threshold is exceeded where data element 93A in data item FSA003 is greater than £50 million, or its currency equivalent, at the relevant reporting date for the firm.

Note 5: Only applicable to firms with a VaR model permission.

Note 6: [deleted]
**Firms’ prudential category and applicable data item (note 1)**

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**Note 7**
[d/eleted]

**Note 8**
Only applicable to *IFPRU investment firms* and *BIPRU firms* that:

(a) are subject to consolidated supervision under *BIPRU 8*, except those that are either included within the consolidated supervision of a group that includes a *UK credit institution*, or that have been granted an *investment firm consolidation waiver*; or

(b) have been granted an *investment firm consolidation waiver*; or

(c) are not subject to consolidated supervision under *BIPRU 8*.

An *IFPRU investment firm* and *BIPRU firm* under (a) must complete the report on the basis of its *UK consolidation group*. An *IFPRU investment firm* and *BIPRU firm* under (b) or (c) must complete the report on the basis of its solo position.

**Note 9**
This will be applicable to firms that are members of a *UK consolidation group* on the reporting date.

**Note 10**
[d/eleted]

**Note 11**
Only applicable to a firm that is a *sole trader* or a *partnership*, when the report must be submitted by each *partner*.

**Note 12**
Only applicable to a firm that has both a *core UK group* and a *non-core large exposures group*.

**Note 13**
FSA039 must only be completed by a *firm* subject to *IPRU(INV)* Chapter 13 which is an *exempt CAD firm*. Section C RMAR must only be completed by a *firm* subject to *IPRU(INV)* Chapter 13 which is not an *exempt CAD firm*.

**Note 14**
FSA034 must be completed by a *firm* not subject to the exemption in *IPRU(INV) 5.4.2R*, unless it is a *firm* whose permitted business includes *establishing, operating or winding up a personal pension scheme*, in which case FIN071 must be completed.

FSA035 must be completed by a *firm* subject to the exemption in *IPRU(INV) 5.4.2R*.

**Note 15**
FSA032 must be completed by a *firm* subject to *IPRU(INV)* Chapter 13 which is an *exempt CAD firm*.

**Note 16**
[d/eleted]

**Note 17**
This is only applicable to a *firm* subject to *IPRU(INV)* Chapter 13 that is not an *exempt CAD firm*.

**Note 18**
Only applicable to *firms* that have an *IRB permission*.

**Note 19**
Only applicable to *firms* that hold *securitisation positions*, or are the *originator or sponsor of securitisations of non-trading book exposures*.

**Note 20**
Only applicable to a *firm* that has a *solo consolidation waiver*. 
### Descriptions of data items

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>Firms' prudential category and applicable data item (note 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>IFPRU investment firms and BIPRU firms</td>
</tr>
<tr>
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<td>IFPRU</td>
</tr>
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</table>

**Note 21**

A *firm* must complete this item separately on each of the following bases (if applicable).

1. It must complete it on a solo basis. Therefore even if it has a *solo consolidation waiver* it must complete the item on an unconsolidated basis by reference to the *firm* alone.

2. If it is a *group liquidity reporting firm* in a *DLG by default* and is a *UK lead regulated firm*, it must complete the item on the basis of that group.

3. If it is a *group liquidity reporting firm* in a *UK DLG by modification*, it must complete the item on the basis of that group.

4. If it is a *group liquidity reporting firm* in a *non-UK DLG by modification*, it must complete the item on the basis of that group.

**Note 22**

A *firm* must complete this item separately on each of the following bases that are applicable.

1. It must complete it on a solo basis unless it is a *group liquidity reporting firm* in a *UK DLG by modification*. Therefore even if it has a *solo consolidation waiver* it must complete the item on an unconsolidated basis by reference to the *firm* alone.

2. If it is a *group liquidity reporting firm* in a *UK DLG by modification*, it must complete the item on the basis of that group.

3. If it is a *non-ILAS BIPRU firm*, it must complete it on a solo basis. Therefore even if it has a *solo consolidation waiver* it must complete the item on an unconsolidated basis by reference to the *firm* alone.

**Note 23**

1. This item must be reported in the reporting currency.

2. If any *data element* is in a currency or currencies other than the reporting currency, all currencies (including the reporting currency) must be combined into a figure in the reporting currency.

3. In addition, all *material currencies* (which may include the reporting currency) must each be recorded separately (translated into the reporting currency). However if:

   a. the reporting frequency is (whether under a *rule* or under a *waiver*) quarterly or less than quarterly; or

   b. the only *material currency* is the reporting currency;

   (3) does not apply.

4. If there are more than three *material currencies* for this *data item*, (3) only applies to the three largest in amount. A *firm* must identify the largest in amount in accordance with the following procedure.

   a. For each currency, take the largest of the asset or liability figure as referred to in the definition of *material currency*.

   b. Take the three largest figures from the resulting list of amounts.
(5) The date as at which the calculations for the purposes of the definition of material currency are carried out is the last day of the reporting period in question.

(6) The reporting currency for this data item is whichever of the following currencies the firm chooses, namely USD (the United States Dollar), EUR (the euro), GBP (sterling), JPY (the Japanese Yen), CHF (the Swiss Franc), CAD (the Canadian Dollar) or SEK (the Swedish Krona).

Note 25

Any changes to reporting requirements caused by a firm receiving an intra-group liquidity modification (or a variation to one) do not take effect until the first day of the next reporting period applicable under the changed reporting requirements for the data item in question if the firm receives that intra-group liquidity modification or variation part of the way through such a period. If the change is that the firm does not have to report a particular data item or does not have to report it at a particular reporting level, the firm must nevertheless report that item or at that reporting level for any reporting period that has already begun. This paragraph is subject to anything that the intra-group liquidity modification says to the contrary.

Note 27

Only applicable to firms that hold securitisation positions in the trading book and/or are the originator or sponsor of securitisations held in the trading book.

Note 28

FSA047, FSA048, FSA050, FSA051, FSA052, FSA053 and FSA054 must be completed by an ILAS BIPRU firm. An ILAS BIPRU firm does not need to complete FSA055. A non-ILAS BIPRU firm must complete FSA055 and does not need to complete FSA047, FSA048, FSA050, FSA051, FSA052, FSA053 and FSA054.

Note 29

This data item must be reported only in the currencies named in FSA052, so that liabilities in GBP are reported in GBP in rows 1 to 4, those in USD are reported in USD in rows 5 to 8, and those in Euro are reported in Euro in rows 9 to 12. Liabilities in other currencies are not to be reported.

Note 30

Requirements under COREP and FINREP should be determined with reference to the EU CRR and applicable technical standards.
Reporting frequencies are calculated from a firm’s accounting reference date, unless indicated otherwise.

<table>
<thead>
<tr>
<th>Data item</th>
<th>Firms’ prudential category</th>
<th>Firms other than BIPRU firms or IFPRU investment firms</th>
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</table>

**Section B RMAR**

**Note 1** [deleted]

**Note 2** Annual regulated business revenue up to and including £5 million.

**Note 3** Annual regulated business revenue over £5 million.

**Note 4** The reporting date for this data item is six months after a firm's most recent accounting reference date.

**Note 5** Reporting frequencies and reporting periods for this data item are calculated on a calendar year basis and not from a firm's accounting reference date. In particular:

1. A week means the period beginning on Saturday and ending on Friday.
2. A month begins on the first day of the calendar month and ends on the last day of that month.
3. Quarters end on 31 March, 30 June, 30 September and 31 December.
4. Daily means each business day.

All periods are calculated by reference to London time.
### Firms’ prudential category

<table>
<thead>
<tr>
<th>Data item</th>
<th>IFPRU 730K firm</th>
<th>IFPRU 125K firm</th>
<th>IFPRU 50K firm</th>
<th>BIPRU firm</th>
<th>UK consolidation group or defined liquidity group</th>
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</table>

Any changes to reporting requirements caused by a firm receiving an intra-group liquidity modification (or a variation to one) do not take effect until the first day of the next reporting period applicable under the changed reporting requirements if the firm receives that intra-group liquidity modification or variation part of the way through such a period, unless the intra-group liquidity modification says otherwise.

### Note 6

If the report is on a solo basis the reporting frequency is as follows:

1. If the firm does not have an intra-group liquidity modification the frequency is:
   - (a) weekly if the firm is a standard frequency liquidity reporting firm; and
   - (b) monthly if the firm is a low frequency liquidity reporting firm;

2. If the firm is a group liquidity reporting firm in a non-UK DLG by modification (firm level) the frequency is:
   - (a) weekly if the firm is a standard frequency liquidity reporting firm; and
   - (b) monthly if the firm is a low frequency liquidity reporting firm;

3. The frequency is quarterly if the firm is a group liquidity reporting firm in a UK DLG by modification.

### Note 7

1. If the report is by reference to the firm’s DLG by default the reporting frequency is:
   - (a) weekly if the group liquidity standard frequency reporting conditions are met;
   - (b) monthly if the group liquidity low frequency reporting conditions are met.

2. If the report is by reference to the firm’s UK DLG by modification the reporting frequency is:
   - (a) weekly if the group liquidity standard frequency reporting conditions are met;
   - (b) monthly if the group liquidity low frequency reporting conditions are met.

3. If the report is by reference to the firm’s non-UK DLG by modification the reporting frequency is quarterly.
16.12.26A [deleted]

16.12.27 The applicable due dates for submission referred to in SUP 16.12.4 R are set out in the table below. The due dates are the last day of the periods given in the table below following the relevant reporting frequency period set out in SUP 16.12.26 R, unless indicated otherwise.
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## SUP 16 : Reporting requirements

### Section 16.12 : Integrated Regulatory requirements

**Data item** | COREP/FINREP | Daily | Weekly | Monthly | Quarterly | Half yearly | Annual |
---|---|---|---|---|---|---|---|
Corep/Finrep | Refer to **EU CRR** and applicable technical standards | | | | | | |

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<th>Monthly</th>
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**Note**: 1. 
2. 
3.
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* COREP/ Refer to EU CRR and applicable technical standards

**item in question**

| FSA053 | 15 business days |
| FSA054 | 15 business days |
| FSA055 | 15 business days |
| FSA058 | 20 business days (Note 1), 45 business days (Note 2) |
| FIN071 | 20 business days |
| Section A RMAR | 30 business days | 30 business days |
| Section B RMAR | 30 business days | 30 business days |
| Section C RMAR | 30 business days | 30 business days |
| Section D1 RMAR | 30 business days | 30 business days |
| Section F RMAR | 30 business days | 30 business days |

---

**Regulated Activity Group 9**

#### 16.12.27A [deleted]

#### 16.12.28

(1) **SUP 16.12.28A** R does not apply to:

(a) a lead regulated firm;

(b) an OPS firm;

(c) a local authority;

(d) a third party processor in respect of any home finance activity.

(2) A lead regulated firm and an OPS firm must submit a copy of its annual report and audited accounts within 80 business days from its accounting reference date.

---

**Note 1** For unconsolidated and solo consolidated reports.

**Note 2** For UK consolidation group reports.

**Note 3** It is one Month if the report relates to a non-UK DLG by modification.
The applicable *data items*, reporting frequencies and submission deadlines referred to in ▲ SUP 16.12.4 R are set out in the table below. Reporting frequencies are calculated from a firm’s *accounting reference date*, unless indicated otherwise. The due dates are the last day of the periods given in the table below following the relevant reporting frequency period.

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>Data item (note 1)</th>
<th>Frequency</th>
<th>Submission deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Annual regulated busi-</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ness revenue up to and including £5 million</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance Sheet</td>
<td>Section A RMAR</td>
<td>Half yearly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Income Statement</td>
<td>Section B RMAR</td>
<td>Half yearly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Capital Adequacy (note 3)</td>
<td>Section D1 RMAR</td>
<td>Half yearly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Professional indemnity insurance (note 2)</td>
<td>Section E RMAR</td>
<td>Half yearly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Threshold Conditions</td>
<td>Section F RMAR</td>
<td>Half yearly</td>
<td>Half yearly</td>
</tr>
<tr>
<td>Training and Competence</td>
<td>Section G RMAR</td>
<td>Half yearly</td>
<td>Half yearly</td>
</tr>
<tr>
<td>COBS data</td>
<td>Section H RMAR</td>
<td>Half yearly</td>
<td>Half yearly</td>
</tr>
<tr>
<td>Supplementary product sales data</td>
<td>Section I RMAR</td>
<td>Half yearly</td>
<td>Annually</td>
</tr>
<tr>
<td>Client money and client assets (note 3)</td>
<td>Section C RMAR</td>
<td>Half yearly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Fees and levies</td>
<td>Section J RMAR</td>
<td>Annually</td>
<td>Annually</td>
</tr>
</tbody>
</table>

Note 1: When submitting the completed *data item* required, a firm must use the format of the *data item* set out in SUP 16 Annex 18A. Guidance notes for the completion of the data items is set out in SUP 16 Annex 18B.

Note 2: This item only applies to *firms* that may be subject to an FCA requirement to hold professional indemnity insurance and are not exempt CAD firms.

Note 3: This item does not apply to *firms* who only carry on *home finance mediation activities* exclusively in relation to second charge regulated mortgage contracts or legacy CCA mortgage contracts (or both) and who are not otherwise expected to complete it by virtue of carrying out other regulated activities. This item also does not apply if the *firm* is a *P2P platform operator* facilitating *home finance transactions* and is not...
### Regulated Activity Group 10

**16.12.29**  
RIEs have separate reporting as set out in REC.

### Regulated Activity Group 11

**16.12.29A**  
A firm must submit the form contained in **SUP 16 Annex 32** R (Bidding in emissions auctions return) annually within 30 business days from its accounting reference date unless the firm did not carry on any auction regulation bidding during the year to which that form relates.

### Regulated Activity Group 12

**16.12.29B**  
**SUP 16.12.29C** R does not apply:

1. to a credit firm if the only credit-related regulated activity it carries on is providing credit references;
2. [deleted]
3. (2A) to a firm if the only credit-related regulated activity it carries on is advising on regulated credit agreements for the acquisition of land;
4. (3) with respect to credit-related regulated activity to the extent that it relates to credit agreements secured by a legal or equitable mortgage on land.

**16.12.29C**  
The applicable data items, reporting frequencies and submission deadlines referred to in **SUP 16.12.4** R are set out in the table below. Reporting frequencies are calculated from a firm’s accounting reference date, unless indicated otherwise. The due dates are the last day of the periods given in the table below following the relevant reporting frequency period.

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>Data item (note 1)</th>
<th>Frequency</th>
<th>Submission deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual regulated business revenue up to and including £5 million</td>
<td>Annual regulated business revenue over £5 million</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**Note:** The table and text above provide the necessary information for reporting requirements as outlined in the document. The details include the description of data items, submission deadlines, and the relevance of certain activities and regulations to specific groups of firms.
<table>
<thead>
<tr>
<th>Description of data item</th>
<th>Data item (note 1)</th>
<th>Frequency</th>
<th>Submission deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial data (note 3)</td>
<td>CCR001</td>
<td>Annually</td>
<td>Half yearly</td>
</tr>
<tr>
<td>Volumes (note 4)</td>
<td>CCR002</td>
<td>Annually</td>
<td>Half yearly</td>
</tr>
<tr>
<td>Lenders (note 5)</td>
<td>CCR003</td>
<td>Annually</td>
<td>Half yearly</td>
</tr>
<tr>
<td>Debt management (note 6)</td>
<td>CCR004</td>
<td>Annually</td>
<td>Half yearly</td>
</tr>
<tr>
<td>Client Money &amp; Assets (note 7)</td>
<td>CCR005</td>
<td>Annually</td>
<td>Half yearly</td>
</tr>
<tr>
<td>Debt collection (note 8)</td>
<td>CCR006</td>
<td>Annually</td>
<td>Half yearly</td>
</tr>
<tr>
<td>Key data (note 9)</td>
<td>CCR007</td>
<td>Annually</td>
<td>Annually</td>
</tr>
<tr>
<td>Credit broking websites (note 10)</td>
<td></td>
<td></td>
<td>[deleted]</td>
</tr>
</tbody>
</table>

Note 1 When submitting the required data item, a firm must use the format of the data item set out in SUP 16 Annex 38A. Guidance notes for the completion of the data items is set out in SUP 16 Annex 38B.

Note 2 References to revenue in SUP 16.12.29C R in relation to any firm do not include the amount of any repayment of any credit provided by that firm as lender.

Note 3 (a) Subject to (b) to (d) below, this data item applies to all credit firms.

(b) This data item does not apply to a firm if the only credit-related regulated activity for which it has permission is operating an electronic system in relation to lending.

(c) This data item does not apply to a firm required to submit a Balance Sheet, Income Statement or Capital Adequacy data item from a RAG other than RAG 12.

(d) This data item does not apply to a firm with limited permission unless it is a not-for-profit debt advice body and at any point in the last 12 months has held £1 million or more in client money or as the case may be, projects that it will hold £1 million or more in client money in the next 12 months.

Note 4 (a) Subject to (b) below, this data item applies to all credit firms.

(b) This data item does not apply to a firm with limited permission unless it is a not-for-profit debt advice body and at any point in the last 12 months has held £1 million or more in client money or as the case may be, projects that it will hold £1 million or more in client money in the next 12 months.

Note 5 This data item applies to all firms with permission for entering into a regulated credit agreement as lender or exercising, or having the right to exercise, the lender’s rights and duties under a regulated credit agreement.
### Description of data item

<table>
<thead>
<tr>
<th>Data item (note 1)</th>
<th>Frequency</th>
<th>Submission deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note 6 (a) Subject to (b) to (d) below, this data item applies to a debt management firm and to a not-for-profit debt advice body that at any point in the last 12 months has held £1 million or more in client money or, as the case may be, projects that it will hold £1 million or more in client money in the next 12 months.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b) This data item does not apply to a firm with limited permission other than a not-for-profit debt advice body within (a).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(c) This data item does not apply to a firm required to submit a Capital Adequacy data item from a RAG other than RAG 12, or under SUP 16.13, unless (d) applies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(d) Where a firm is required to submit a Capital Adequacy data item from a RAG other than RAG 12 or under SUP 16.13 but the firm’s highest capital requirement derives from its activity under RAG 12, the firm should submit both CCR004 and the Capital Adequacy data item required from the RAG other than RAG 12 or SUP 16.13.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 7 This data item applies to a CASS debt management firm, unless the firm is subject to a requirement imposed under section 55L of the Act stating that it must not hold client money, or such a requirement to the same effect.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 8 This data item applies to a firm with permission to carry on debt collecting or operating an electronic system in relation to lending.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 9 (a) Subject to (b) and (c) below, this data item applies to a firm that has limited permission.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b) This data item does not apply to an authorised professional firm that is a CASS debt management firm. Such a firm is instead required to submit the other data items in SUP 16.12.29CR as appropriate.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(c) This data item does not apply to a not-for-profit debt advice body that at any point in the last 12 months has held £1 million or more in client money or, as the case may be, projects that it will hold £1 million or more in client money in the next 12 months. Such a not-for-profit debt advice body is instead required to submit data items CCR001, CCR002, CCR004 and CCR005.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 10 [deleted]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 11 [deleted]</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Authorised professional firms

16.12.30

(1) An authorised professional firm, other than one that must comply with IPRU(INV) 3, 5 or 13 in accordance with IPRU(INV) 2.1.4R, or one that is a CASS debt management firm or one that carries on only credit-related regulated activity as a non-mainstream regulated activity, must submit an annual questionnaire, contained in SUP 16 Annex 9R, unless:

(a) its only regulated activities are one or more of:

(i) insurance distribution;

(ii) mortgage mediation;
Section 16.12: Integrated Regulatory Reporting

(iii) retail investment;
(iv) mortgage lending;
(v) mortgage administration; or
(b) its "main business" as determined by IPRU(INV) 2.1.2R(3) is advising on, or arranging deals in, packaged products, or managing investments for private customers;

in which case the authorised professional firm must complete the appropriate report specified in SUP 16.12.31 R.

(2) The due date for submission of the annual questionnaire is four months after the firm’s accounting reference date.

(2A) Guidance on the completion of the annual questionnaire contained in SUP 16 Annex 9R is set out in SUP 16 Annex 9AG.

(3) An authorised professional firm must also, where applicable, submit the other report to the FCA in accordance with SUP 16.12.31 R in respect of the other regulated activities it undertakes under (1)(a).

16.12.30A

An authorised professional firm that must comply with IPRU(INV) 3, 5, 10 or 13 in accordance with IPRU(INV) 2.1.4R must submit the relevant reports in SUP 16.12.4 R to SUP 16.12.29 G, according to the regulated activity groups that its business falls into.

16.12.30B

An authorised professional firm that is a CASS debt management firm and is not within SUP 16.12.1G (3A) must complete the appropriate reports specified in SUP 16.12.4 R and SUP 16.12.29C R.

16.12.31

Table of data items from an authorised professional firm

<table>
<thead>
<tr>
<th>Report</th>
<th>Return (note 1)</th>
<th>Frequency (Note 4)</th>
<th>Due date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adequate information relating to the following activities: (1) insurance distribution activity; (2) mortgage mediation activity; (3) retail investment activity; (4) advising on, or arranging deals in, packaged products, or managing investments for private customers where these activities are the authorised professional firm’s</td>
<td>RMAR (Note 3)</td>
<td>Half yearly (quarterly for sections A to E for larger firms, subject to Note 3 exemptions) (note 2)</td>
<td>For half yearly report: 30 business days after period end For quarterly report: 30 business days after quarter end</td>
</tr>
</tbody>
</table>
### Financial conglomerates

**16.12.32**

1. A *firm* that is a member of a *financial conglomerate* must submit financial reports to the FCA in accordance with the table in SUP 16.12.33 R if:
   
   (a) it is at the head of a *UK-regulated EEA financial conglomerate*; or
   
   (b) its Part 4A permission contains a relevant *requirement*.

2. In (1)(b), a relevant *requirement* is one which:
   
   (a) applies SUP 16.12.33 R to the *firm*; or
   
   (b) applies SUP 16.12.33 R to the *firm* unless the *mixed financial holding company* of the *financial conglomerate* to which the *firm* belongs submits the report required under this rule (as if the rule applied to it).

**16.12.33**

Financial reports from a member of a financial conglomerate (see SUP 16.12.32 R)

<table>
<thead>
<tr>
<th>Content of Report</th>
<th>Form (Note 1)</th>
<th>Frequency</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculation of supplementary capital adequacy requirements in accordance with</td>
<td>Note 2</td>
<td>Note 5</td>
<td>Note 5</td>
</tr>
</tbody>
</table>
### Content of Report

<table>
<thead>
<tr>
<th>Content of Report</th>
<th>Form (Note 1)</th>
<th>Frequency</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>one of the three technical calculation methods</td>
<td>Note 3</td>
<td>Yearly</td>
<td>4 months after year end</td>
</tr>
<tr>
<td>Identification of significant risk concentration levels</td>
<td>Note 3</td>
<td>Yearly</td>
<td>4 months after year end</td>
</tr>
<tr>
<td>Identification of significant intra-group transactions</td>
<td>Note 4</td>
<td>Yearly</td>
<td>4 months after year end</td>
</tr>
<tr>
<td>Report on compliance with GEN-PRU 3.1.35 R where it applies</td>
<td>Note 6</td>
<td>Note 5</td>
<td>Note 5</td>
</tr>
</tbody>
</table>

**Note 1**
When giving the report required, a firm must use the form indicated, if any.

**Note 2**
In respect of FCA-authorised persons, if Part 1 of GEN-PRU3 Annex 1 (method 1), or Part 2 of GENPRU 3 Annex 1 (method 2), or Part 3 of GENPRU 3 Annex 1 (method 3) applies, there is no specific form. Adequate information must be provided, specifying the calculation method used and each financial conglomerate for which the FCA is the co-ordinator must discuss with the FCA the form which this reporting will take and the extent to which verification by an auditor will be required.

**Note 3**
Rather than specifying a standard format for each financial conglomerate to use, each financial conglomerate for which the FCA is the co-ordinator must discuss with the FCA the form of the information to be reported. This should mean that usual information management systems of the financial conglomerate can be used to the extent possible to generate and analyse the information required.

When reviewing the risk concentration levels, the FCA will in particular monitor the possible risk of contagion in the financial conglomerate, the risk of a conflict of interests, the risk of circumvention of sectoral rules, and the level or volume of risks.

**Note 4**
For the purposes of this reporting requirement, an intra-group transaction will be presumed to be significant if its amount exceeds 5% of the total amount of capital adequacy requirements at the level of the financial conglomerate.

Rather than specifying a standard format for each financial conglomerate to use, each financial conglomerate for which the FCA is the co-ordinator must discuss with the FCA the form of the information to be reported. This should mean that the usual information management systems of the financial conglomerate can be used to the extent possible to generate and analyse the information required.
When reviewing the *intra-group transactions*, the FCA will in particular monitor the possible risk of contagion in the *financial conglomerate*, the risk of a conflict of interest, the risk of circumvention of *sectoral rules*, and the level or volume of risks.

**Note 5**

The frequency and due date will be as follows:

1. **banking and investment services conglomerate**: frequency is yearly with due date 45 *business days* after period end; and
2. **insurance conglomerate**: frequency is yearly with due date four months after period end for the capital adequacy return and three months after period end for the report on compliance with GENPRU 3.1.35 R where it applies.

**Note 6**

Adequate information must be added as a separate item to the relevant form for sectoral reporting.
16.13 Reporting under the Payment Services Regulations

Application

16.13.1 This section applies to a payment service provider as set out in this section (see SUP 16.1.1A D).

Purpose

16.13.2 The purpose of this section is to:

(1) give directions to authorised payment institutions, small payment institutions and registered account information service providers under regulation 109(1) (Reporting requirements) of the Payment Services Regulations in relation to:

(a) the information in respect of their provision of payment services and their compliance with requirements imposed by or under Parts 2 to 7 of the Payment Services Regulations that they must provide to the FCA; and

(b) the time at which and the form in which they must provide that information and the manner in which it must be verified;

(2) give directions to payment service providers under regulation 109(5) (Reporting requirements) of the Payment Services Regulations in relation to the form of the statistical data on fraud relating to different means of payment that must be provided to the FCA under regulation 109(4) of the Payment Services Regulations at least once per year;

(3) give directions to payment service providers under regulation 98(3) (Management of operational and security risks) of the Payment Services Regulations in relation to:

(a) the information that must be contained in the assessment of operational and security risks and the adequacy of mitigation measures and control mechanisms that must be provided to the FCA;

(b) the intervals at which that assessment must be provided to the FCA (if the assessment is required to be provided more frequently than once a year); and

(c) the form and manner in which that assessment must be provided; and
(4) give directions to **EEA authorised payment institutions** under regulation 30(4) of the *Payment Services Regulations* in relation to:

(a) the information that they must provide to the FCA in respect of the payment services they carry on in the *United Kingdom* in exercise of passport rights; and

(b) the time at which and the form in which they must provide that information and the manner in which it must be verified.

16.13.2A **G**

The purpose for which this section requires information to be provided to the FCA under regulation 109 of the *Payment Services Regulations* is to assist the FCA in the discharge of its functions under regulation 106 (Functions of the FCA), regulation 108 (Monitoring and enforcement) and regulation 109(6) (Reporting requirements) of the *Payment Services Regulations*.

16.13.2A **G**
The purpose of this section is also to set out the rules applicable to payment service providers in relation to complete and timely reporting and failure to submit reports.

16.13.2B **G**

**Authorised payment institutions** and **small payment institutions** should refer to the transitional provisions in **SUP TP 1.11** (Payment services and electronic money returns).

**Reporting requirement**

16.13.3 **D**

(1) An **authorised payment institution**, a **small payment institution**, an **EEA authorised payment institution** or a **registered account information service provider** must submit to the FCA the duly completed return applicable to it as set out in column (2) of the table in **SUP 16.13.4D**.

(2) An **authorised payment institution**, a **small payment institution** or a **registered account information service provider** must submit the return referred to in (1):

(a) in the format specified as applicable in column (3) of the table in **SUP 16.13.4D**;

(b) at the frequency and in respect of the periods specified in column (4) of that table;

(c) by the due date specified in column (5) of that table; and

(d) by electronic means made available by the FCA.

16.13.3A **D**

**SUP 16.4.5R** (Annual controllers report) and **SUP 16.5.4R** (Annual Close Links Reports) apply to an **authorised payment institution** as if a reference to **firm** in these rules were a reference to an **authorised payment institution**.

16.13.3A **D**

**SUP 16.3.11 R** (Complete reporting) and **SUP 16.3.13 R** (Timely reporting) also apply to **authorised payment institutions**, **small payment institutions**, **EEA authorised payment institutions** and **registered account information service providers** as if a reference to **firm** in these rules were a reference to these categories of **payment service provider**.
16.13.3B  ■ SUP 16.3.14 R (Failure to submit reports) also applies to payment service providers that are required to submit reports or assessments in accordance with this section and the Payment Services Regulations as if a reference to firm in this rule were a reference to the relevant category of payment service provider.

16.13.3C  Authorised payment institutions, small payment institutions and registered account information service providers are reminded that they should give the FCA reasonable advance notice of changes to their accounting reference date (among other things) under regulation 37 of the Payment Services Regulations. The accounting reference date is important because many frequencies and due dates for reporting to the FCA are linked to the accounting reference date.

16.13.4  The table below sets out the format, reporting frequency and due date for submission in relation to regulatory returns that apply to authorised payment institutions, small payment institutions, EEA authorised payment institutions and registered account information service providers.

<table>
<thead>
<tr>
<th>(1)</th>
<th>(2)</th>
<th>(3)</th>
<th>(4)</th>
<th>(5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of pay-</td>
<td>Return</td>
<td>Format</td>
<td>Reporting</td>
<td>Due date</td>
</tr>
<tr>
<td>ment service</td>
<td></td>
<td></td>
<td>Frequency</td>
<td></td>
</tr>
<tr>
<td>provider</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>authorised</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>payment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>institution</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Authorised Payment Institution Capital Adequacy Return</td>
<td>FSA056 (Note 1)</td>
<td>Annual (Note 2)</td>
<td>30 business days (Note 3)</td>
<td></td>
</tr>
<tr>
<td>registered</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>account in-</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>formation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>service provider</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Authorised Payment Institution Capital Adequacy Return</td>
<td>FSA056 (Note 1)</td>
<td>Annual (Note 2)</td>
<td>30 business days (Note 3)</td>
<td></td>
</tr>
<tr>
<td>small pay-</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>ment in-</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>stitution</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payment Services Directive Transactions</td>
<td>FSA057 (Note 4)</td>
<td>Annual (Note 5)</td>
<td>1 month (Note 3)</td>
<td></td>
</tr>
</tbody>
</table>

Note 1 When submitting the completed return required, the authorised payment institution or registered account information service provider must use the format of the return set out in SUP 16 Annex 27CD. Guidance notes for the completion of the return are set out in SUP 16 Annex 27DG.

Note 2 This reporting frequency is calculated from an authorised payment institution’s or registered account information service provider’s accounting reference date.

Note 3 The due dates are the last day of the periods given in column (5) of the table above following the relevant reporting frequency period set out in column (4) of the table above.

Note 4 When submitting the completed return required, the small payment institution must use the format of the return set out in SUP 16 Annex 28CD. Guidance notes for the completion of the return are set out in SUP 16 Annex 28DG.
16.13.5 G Regulation 109(4) of the Payment Services Regulations requires payment service providers to provide to the FCA statistical data on fraud relating to different means of payment.

16.13.6 G This requirement applies to:

(1) authorised payment institutions;
(2) small payment institutions;
(3) registered account information service providers;
(4) electronic money institutions;
(5) credit institutions;

16.13.7 D This statistical data on fraud must be submitted to the FCA by electronic means made available by the FCA using the format of the return set out in SUP 16 Annex 27ED. Guidance notes for the completion of the return are set out in SUP 16 Annex 27FG.

16.13.8 D (1) In the case of an authorised payment institution, an authorised electronic money institution or a credit institution:
(a) the return set out in SUP 16 Annex 27ED must be provided to the FCA every six months;
(b) returns must cover the reporting periods 1 January to 30 June and 1 July to 31 December; and
(c) returns must be submitted within two months of the end of each reporting period.

(2) In the case of a small payment institution, a registered account information service provider or a small electronic money institution:
(a) two returns set out in SUP 16 Annex 27ED must be provided to the FCA every twelve months. Each return must cover a six-month period;
(b) one return must cover the period 1 January to 30 June and the other return must cover the period 1 July to 31 December; and
(c) both returns must be submitted within two months of the end of the calendar year.

16.13.8A G Payment service providers should use the return in SUP 16 Annex 27ED to comply with the EBA’s Guidelines on fraud reporting. Payment service providers should note that article 16(3) of Regulation (EU) 1093/2010 requires them to make every effort to comply with the EBA’s Guidelines. The return
also includes fraud reporting for registered account information service providers, as required by regulation 109 of the Payment Services Regulations.


Operational and Security Risk assessments

16.13.9 G Regulation 98(1) of the Payment Services Regulations provides that each payment service provider must establish a framework with appropriate mitigation measures and control mechanisms to manage the operational and security risks relating to the payment services it provides.

16.13.10 G Regulation 98(2) of the Payment Services Regulations provides that each payment service provider must provide to the FCA an updated and comprehensive assessment:

(1) of the operational and security risks relating to the payment services it provides; and

(2) on the adequacy of the mitigation measures and control mechanisms implemented in response to those risks.

The purpose of SUP 16.13.11G to SUP 16.13.17G is to direct the form and manner of the assessment and the information that the assessment must contain.

16.13.11 G The EBA issued Guidelines on 12 December 2017 on the security measures for operational and security risks of payment services under the Payment Services Directive. The Guidelines specify requirements for the establishment, implementation and monitoring of the security measures that payment service providers must take to manage operational and security risks relating to the payment services they provide.


16.13.12 D Payment service providers must comply with the EBA’s Guidelines on security measures for operational and security risks of payment services as issued on 12 December 2017 where they are addressed to payment service providers.

16.13.13 D The assessments required by regulation 98(2) of the Payment Services Regulations must be submitted (except payment service providers mentioned in paragraph (1) (c) and (ca) of the Glossary definition of payment service provider and paragraph (1)(c) of the Glossary definition of electronic money issuer) to the FCA:

(1) at least once every calendar year;

(2) in writing, in the form specified in SUP 16 Annex 27GD, and attaching the documents described in that form; and

(3) by electronic means made available by the FCA.
Payment service providers (except payment service providers mentioned in paragraph (1) (c) and (ca) of the Glossary definition of payment service provider and paragraph (1)(c) of the Glossary definition of electronic money issuer) should submit the form and the assessments to the FCA in accordance with SUP 16.13.13D(2) as soon as practicable after the assessments have been completed.

Payment service providers (except payment service providers mentioned in paragraphs (1) (c) and (ca) of the Glossary definition of payment service provider and paragraph (1)(c) of the Glossary definition of electronic money issuer) may provide operational and security risk assessments to the FCA on a more frequent basis than once every calendar year if they so wish. Payment service providers (except payment service providers mentioned in paragraph (1) (c) and (ca) of the Glossary definition of payment service provider and paragraph (1)(c) of the Glossary definition of electronic money issuer) should not, however, submit such assessments more frequently than once every quarter.

Subject to the requirements in SUP 16.13.13D, payment service providers (except payment service providers mentioned in paragraph (1) (c) and (ca) of the Glossary definition of payment service provider and paragraph (1)(c) of the Glossary definition of electronic money issuer) should submit a nil return for each quarter in which they do not make a submission to the FCA.

Payment service providers should note that article 16(3) of Regulation (EU) No. 1093/2010 also requires them to make every effort to comply with the EBA’s Guidelines on security measures for operational and security risks of payment services.

Article 17 of the SCA RTS permits payment service providers not to apply strong customer authentication in respect of legal persons initiating electronic payment transactions through the use of dedicated payment processes or protocols that are only made available to payers who are not consumers, where the FCA is satisfied that those processes and protocols guarantee at least equivalent levels of security to those provided for by the Payment Services Directive.

Payment service providers intending to make use of the exemption in article 17 of the SCA RTS must include in the operational and security risk assessment submitted in accordance with SUP 16.13.13D:

(1) a description of the payment services that the payment service provider intends to provide in reliance on this exemption; and

(2) an explanation of how the payment service provider’s processes and protocols achieve at least equivalent levels of security to those provided for by the Payment Services Directive.

Payment service providers should comply with SUP 16.13.19D at least three months before making use of the exemption in article 17 of the SCA RTS, and subsequently each time they prepare and submit the operational and security risk assessment required by regulation 98(2) of the Payment Services
16.13.21 **G**

**Payment service providers** that follow the guidance in paragraphs 20.55 to 20.60 of the FCA’s Approach Document and comply with **SUP 16.13.19D** and **SUP 16.13.20D** may make use of the article 17 exemption on the basis that the FCA is satisfied with the levels of security of their processes and protocols, unless informed otherwise by the FCA.


16.13.22 **G**

Article 32(4) of the SCA RTS requires **account servicing payment service providers** that opt to provide a dedicated interface under article 31 of the SCA RTS to monitor the availability and performance of that interface. They must also publish on their website quarterly statistics on the availability and performance of the dedicated interface and of the interface used by its **payment services users**.

16.13.23 **D**

**Account servicing payment service providers** shall submit to the FCA the quarterly statistics on the availability and performance of a dedicated interface that they are required by article 32(4) of the SCA RTS to publish on their website:

1. within 1 month of the quarter to which the statistics relate;
2. using the form set out in **SUP 16 Annex 46AD**; and
3. by electronic means made available by the FCA.

16.13.24 **G**

The quarterly statistics should cover the periods January to March, April to June, July to September and October to December.

An **account servicing payment service provider** becoming subject to the obligation in **SUP 16.13.23D** part way through a quarter should submit the first statistics only in relation to the part of the quarter when this obligation applied.

Guidance notes for completing the form set out in **SUP 16 Annex 46AD** are in **SUP 16 Annex 46BG**.
16.14 Client money and asset return

Application

16.14.1 This section applies to a CASS large firm and a CASS medium firm.

Purpose

16.14.2 The purpose of the rules and guidance in this section is to ensure that the FCA receives regular and comprehensive information from a firm which is able to hold client money and safe custody assets on behalf of its clients.

Report

16.14.3 (1) Subject to (3), a firm must submit a completed CMAR to the FCA within 15 business days of the end of each month.

(2) In this rule month means a calendar month and SUP 16.3.13 R (4) does not apply.

(3) A firm which changes its 'CASS firm type' and notifies the FCA that it is a CASS medium firm or a CASS large firm in accordance with CASS 1A.2.9 R is not required to submit a CMAR in respect of the month in which the change to its 'CASS firm type' takes effect in accordance with CASS 1A.2.12 R, unless it was a firm to which the requirement in (1) applied immediately prior to that change taking effect.

16.14.4 For the purposes of the CMAR:

(1) client money is that to which the client money rules in CASS 7 apply; and

(2) safe custody assets are those to which the custody rules in CASS 6 apply but only in relation to:

(a) the holding of financial instruments (in the course of MiFID business);

(b) the safeguarding and administration of assets (without arranging) (in the course of business that is not MiFID business);

(c) acting as trustee or depositary of an AIF, and in this case also include any safe custody investments to which the firm, when acting for an authorised AIF, is required by CASS 6.1.16IAR (2) to apply the custody rules under CASS 6.1.1BR (2);
(d) acting as trustee or depositary of a UCITS and in this case also include any safe custody investments to which the firm is required by CASS 6.1.16IDR to apply the custody rules under CASS 6.1.1BR(3); and

(e) those excluded custody activities carried on by a firm acting as a small AIFM, that would amount to the safeguarding and administration of assets (without arranging) but for the exclusion in article 72AA of the RAO.

16.14.5 For the avoidance of doubt, the effect of SUP 16.14.4 R is that the following are to be excluded from any calculations which the CMAR requires:

(1) any client money held by the firm in accordance with CASS 5;

(2) any safe custody assets in respect of which the firm is merely arranging safeguarding and administration of assets in accordance with CASS 6;

(2A) any safe custody assets for which a small AIFM is:

(a) carrying on those excluded custody activities that would merely amount to arranging safeguarding and administration of assets but for the exclusion in article 72AA of the RAO; and

(b) is doing so in accordance with CASS 6; and

(3) any client money or safe custody assets in respect of which the firm merely has a mandate in accordance with CASS 8.

Method of submission

16.14.6 A CMAR must be submitted by electronic means made available by the FCA.

Reporting of ‘unbreakable’ client money deposits

16.14.7 (1) This rule applies to a firm in respect of a CMAR required under SUP 16.14.3R where, at the end of the reporting period for the CMAR:

(a) the firm holds client money using a client bank account under CASS 7.13.13R(3A)(b) (Segregation of client money); and

(b) the firm is unable to make a withdrawal from that client bank account until the expiry of a period lasting between 31 and 95 days.

(2) A firm must use a separate row in data field 13 of its CMAR to report on any aggregate positive balance of client money held with a particular bank which, as at the end of the reporting period for the CMAR:

(a) the firm is able to withdraw within a period of up to 30 days;

(b) the firm is unable to withdraw for a period of 31 to 60 days; and

(c) the firm is unable to withdraw for a period of 61 to 95 days.
(3) (a) A firm must denote a balance falling under (2)(b) by using the words “unbreakable 31-60” in data field 13B of the CMAR.

(b) A firm must denote a balance falling under (2)(c) by using the words “unbreakable 61-95” in data field 13B of the CMAR.

(1) Because of §SUP 16.14.7R(1)(b), §SUP 16.14.7R would not apply to a firm where, for example:

(a) it was using a client bank account under §CASS 7.13.13R(3A)(b) that had a fixed term of over 30 days, but by the end of the reporting period for the CMAR there were fewer than 31 days remaining before the firm could withdraw all the money in that account; or

(b) it was using a client bank account under §CASS 7.13.13R(3A)(b) that had a notice period of over 30 days for withdrawals, but by the end of the reporting period for the CMAR the firm had already served notice for withdrawal for all the money in that account and there were fewer than 31 days remaining before the end of the notice period.

(2) Further guidance is available in §SUP 16 Annex 29AG on completing data field 13 of the CMAR in cases where §SUP 16.14.7R applies.
16.15 Reporting under the Electronic Money Regulations

Application

16.15.1 This section applies to electronic money issuers that are not credit institutions (see ■ SUP 16.1.1B D).

Purpose

16.15.2 The purpose of this section is to give directions to the electronic money issuers referred to in ■ SUP 16.1.1B D under regulation 49 (Reporting requirements) of the Electronic Money Regulations in relation to:

(1) the information in respect of their issuance of electronic money and provision of payment services and their compliance with requirements imposed by or under Parts 2 to 5 of the Electronic Money Regulations that they must provide to the FCA; and

(2) the time at which and the form in which they must provide that information.

16.15.3 The purpose of this section is also to set out the rules applicable to these types of electronic money issuers in relation to complete and timely reporting and, where relevant, the failure to submit reports.

16.15.3A Electronic money institutions should refer to the transitional provisions in ■ SUP TP 1.11 (Payment services and electronic money returns).

Reporting requirement

16.15.4 An electronic money issuer that is not a credit institution must submit to the FCA:

(1) the duly completed return applicable to it as set out in column (2) of the table in ■ SUP 16.15.8 D; and

(2) the return referred to in (1):

   (a) in the format specified as applicable in column (3) of the table in ■ SUP 16.15.8 D;

   (b) at the frequency and in respect of the periods specified in column (4) of that table;
(c) by the due date specified in column (5) of that table; and
(d) by electronic means made available by the FCA where necessary.

16.15.5 D

SUP 16.4.5 R (Annual Controllers Report) and SUP 16.5.4 R (Annual Close Links Reports) apply to an authorised electronic money institution as if a reference to firm in these rules were a reference to an authorised electronic money institution.

16.15.5A D

SUP 16.23.4R to SUP 16.23.7R (Annual Financial Crime Report) apply to an electronic money institution that has reported total revenue of £5 million or more as at its last accounting reference date as if a reference to firm in these rules and guidance were a reference to an electronic money institution and the reference to group is read accordingly.

16.15.6 D

SUP 16.3.11 R (Complete reporting) and SUP 16.3.13 R (Timely reporting) apply to an authorised electronic money institution and a small electronic money institution as if a reference to firm in these rules were a reference to an authorised electronic money institution and a small electronic money institution.

16.15.7 R

SUP 16.3.14 R (Failure to submit reports) also applies to an authorised electronic money institution and a small electronic money institution as if a reference to firm in these rules were a reference to an authorised electronic money institution and a small electronic money institution.

16.15.8 D

The table below sets out the format, reporting frequency and due date for submission in relation to regulatory returns that apply to electronic money issuers that are not credit institutions.

<table>
<thead>
<tr>
<th>Type of electronic money issuer</th>
<th>Return</th>
<th>Format</th>
<th>Reporting Frequency</th>
<th>Due date (Note 4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorised electronic money institution (Note 1)</td>
<td>EMI and SEMI Questionnaire</td>
<td>FIN060</td>
<td>Annual (Note 3)</td>
<td>30 business days</td>
</tr>
<tr>
<td>Small electronic money institutions (Note 2)</td>
<td>EMI and SEMI Questionnaire</td>
<td>FIN060</td>
<td>Annual (Note 5)</td>
<td>30 business days</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total electronic money outstanding @ 31st December</td>
<td>FSA065</td>
<td>Annual (Note 5)</td>
<td>1 month</td>
</tr>
</tbody>
</table>
### Type of electronic money issuer

<table>
<thead>
<tr>
<th>(1)</th>
<th>(2)</th>
<th>(3)</th>
<th>(4)</th>
<th>(5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) the Post Office Limited</td>
<td>Average outstanding electronic money</td>
<td>No standard format</td>
<td>Annual (Note 6)</td>
<td>30 business days</td>
</tr>
<tr>
<td>(b) the Bank of England, the ECB and the national central banks of EEA States other than the United Kingdom</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(c) Government departments and local authorities</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(d) credit unions</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>(e) municipal banks</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(f) the National Savings Bank</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note 1 When submitting the completed returns required, the **authorised electronic money institution** must use the format of the returns set out in SUP 16 Annex 30HD. Guidance notes for the completion of the return are set out in SUP 16 Annex 30IG.

Note 2 When submitting the completed returns required, the **small electronic money institution** must use the format of the returns set out in SUP 16 Annex 30JD (FIN060) and SUP 16 Annex 30GD (FSA065). Guidance notes for the completion of the FIN060 return are set out in SUP 16 Annex 30KG.

Note 3 This field is calculated from the **authorised electronic money institution's accounting reference date**.

Note 4 The due dates for returns are the last day of the periods given in column (5) of the table above following the relevant reporting frequency period set out in column (4) of the table above.

Note 5 The reporting frequency in relation to FSA065 is calculated from 31 December each calendar year. In relation to FIN060, this field is calculated from the **small electronic money institution's accounting reference date**.

Note 6 This is calculated from 31 December each calendar year.
16.16 Prudent valuation reporting

Application

16.16.1 This section applies to a full-scope IFPRU investment firm which meets the condition in SUP 16.16.2 R.

16.16.2 The condition referred to in SUP 16.16.1 R is that, on its last accounting reference date, the firm had balance sheet positions measured at fair value which, on a gross basis (the sum of the absolute value of each of the assets and liabilities), exceeded £3 billion.

Purpose

16.16.3 (1) The purpose of this section is to set out the requirements for a firm specified in SUP 16.16.1 R to report the outcomes of its prudent valuation assessments to the FCA and to do so in a standard format.

(2) The purpose of collecting this data on the prudent valuation assessments made by a firm is to assist the FCA in assessing the capital resources of firms, to enable the FCA to gain a wider understanding of the nature and sources of measurement uncertainty in fair-valued financial instruments, and to enable comparison of the nature and level of that measurement uncertainty across firms and over time.

[Note: articles 24 and 105 of the EU CRR]

Reporting requirement

16.16.4 (1) A firm to which this section applies must submit to the FCA quarterly (on a calendar year basis and not from a firm’s accounting reference date), within six weeks of each quarter end, a Prudent Valuation Return in respect of its fair-value assessments in the format set out in SUP 16 Annex 31A.

(2) [deleted]

16.16.5 [deleted]

16.16.5A Where a firm to which SUP 16.16.4 R applies is a member of a FCA consolidation group, the firm must comply with SUP 16.16.4 R:
(1) on a solo-consolidation basis if the firm has an individual consolidation/solo consolidation permission, or on an unconsolidated basis if the firm does not have an individual consolidation/solo consolidation permission; and

(2) separately, on the basis of the consolidated financial position of the FCA consolidation group. (Firms’ attention is drawn to ■ SUP 16.3.25 G regarding a single submission for all firms in the group.)
16.17 Remuneration reporting

**Purpose**

16.17.1 The purpose of this section is to ensure that the FCA receives regular and comprehensive information about remuneration in a standard format to assist it to benchmark remuneration trends and practices and to collect remuneration information on high earners. It also takes account of the Capital Requirements Regulations 2013 [SI 2013/3115] together with the European Banking Authority's Guidelines to article 75(1) and (3) of the CRD.

**Interpretation**

16.17.2 In this section "UK lead regulated group" means an FCA consolidation group that is headed by an EEA parent institution, an EEA parent financial holding company or an EEA parent mixed financial holding company.

**Method for submitting remuneration reporting**

16.17.2A Firms must submit the reports required by SUP 16.17.3 R and SUP 16.17.4 R online through the appropriate systems accessible from the FCA’s website.

16.17.3 (1) A firm to which this rule applies must submit a Remuneration Benchmarking Information Report to the FCA annually.

(2) The firm must complete the Remuneration Benchmarking Information Report in the format set out in SUP 16 Annex 33A.

(3) The firm must submit the Remuneration Benchmarking Information Report to the FCA within four months of the firm’s accounting reference date.

(4) A firm that:

   (a) is not part of a UK lead regulated group must complete that report on an unconsolidated basis in respect of remuneration awarded to employees of the firm in the last completed financial year;

   (b) is part of a UK lead regulated group must not complete that report on either a solo consolidation basis or an unconsolidated basis. It must complete that report on a consolidated basis in respect of remuneration awarded to all employees in the UK lead regulated group in the last completed financial year.
(5) The firm must complete the Remuneration Benchmarking Information Report using accounting year-end amounts in euros determined, if necessary, by reference to the exchange rate used by the European Commission for financial programming and the budget for December of the reported year.

(6) This rule applies to:
(a) an IFPRU investment firm; and
(b) an overseas firm that:
   (i) is not an EEA firm;
   (ii) has its head office outside the EEA; and
   (iii) would be an IFPRU investment firm, if it had been a UK domestic firm, had carried on all of its business in the United Kingdom and had obtained whatever authorisations for doing so as are required under the Act;

that:
(c) is not, and does not have, an EEA parent institution, an EEA parent financial holding company or an EEA parent mixed financial holding company, and that had total assets equal to or greater than £50 billion on an unconsolidated basis on the accounting reference date immediately prior to the firm’s last complete financial year.

(7) This rule also applies to:
(a) an IFPRU investment firm; and
(b) an overseas firm that
   (i) is not an EEA firm;
   (ii) has its head office outside the EEA; and
   (iii) would be an IFPRU investment firm, if it had been a UK domestic firm, had carried on all of its business in the United Kingdom and had obtained whatever authorisations for doing so as are required under the Act;

that:
(c) is part of a UK lead regulated group, and that had total assets equal to or greater than £50 billion on an unconsolidated basis on the accounting reference date immediately prior to the firm’s last complete financial year.

(8) In this rule “total assets” means:
(a) in relation to an IFPRU investment firm, its total assets as set out in its balance sheet on the relevant accounting reference date; and

(b) in relation to an overseas firm in (7)(b) and (8)(b), the total assets of the overseas firm as set out in its balance sheet on the relevant accounting reference date that cover the activities of the branch operation in the United Kingdom.
High Earners Reporting Requirements

(1) A firm to which this rule applies must submit a High Earners Report to the FCA annually.

(2) The firm must submit that report to the FCA within four months of the end of the firm’s accounting reference date.

(3) A firm that is not part of a UK lead regulated group must complete that report on an unconsolidated basis in respect of remuneration awarded in the last completed financial year to all high earners of the firm who mainly undertook their professional activities within the EEA.

(4) A firm that is part of a UK lead regulated group must not complete that report on either a solo consolidation basis or an unconsolidated basis. The firm must complete that report on a consolidated basis in respect of remuneration awarded in the last completed financial year to all high earners who mainly undertook their professional activities within the EEA at:
   (a) the EEA parent institution, EEA parent financial holding company or EEA parent mixed financial holding company of the UK lead regulated group;
   (b) each subsidiary of the UK lead regulated group that has its registered office (or, if it has no registered office, its head office) in an EEA State; and
   (c) each branch of the UK lead regulated group that is established or operating in an EEA State.

(5) (a) The firm must complete a separate template, in the format set out in SUP 16 Annex 34A, for each EEA State in which there is a high earner, and for each payment bracket of EUR 1 million. Those templates together form the High Earners Report.
   (b) The number of high earners must be reported as the number of natural persons, independent of the number of working hours on which their contract is based.

(6) [deleted]

(7) [deleted]

(8) [deleted]

(9) The information in the High Earners Report must be denominated in Euros determined, if necessary, by reference to the exchange rate used by the European Commission for financial programming and the budget for December of the reported year.

(10) This rule applies to an IFPRU investment firm that is not, and does not have, an EEA parent institution, an EEA parent financial holding company or an EEA parent mixed financial holding company.

(11) This rule also applies to an IFPRU investment firm that is part of a UK lead regulated group.
(12) This rule also applies to a BIPRU firm, an exempt CAD firm, a local firm, or any other firm that is not a bank, a building society or an IFPRU investment firm:

(a) that is part of a UK lead regulated group; and

(b) where that UK lead regulated group contains either:

(i) a bank, building society or an IFPRU investment firm; or

(ii) an overseas firm that;

(A) is not an EEA firm;

(B) has its head office outside the EEA; and

(C) would be a bank, building society or an IFPRU investment firm, if it had been a UK domestic firm, had carried on all of its business in the UK and had obtained whatever authorisations for doing so as are required under the Act.

(13) This rule also applies to an overseas firm that:

(a) is not an EEA firm;

(b) has its head office outside the EEA;

(c) would be an IFPRU investment firm, if it had been a UK domestic firm, had carried on all of its business in the UK and had obtained whatever authorisations for doing so as are required under the Act;

and either:

(d) is not, and does not have, an EEA parent institution, an EEA parent financial holding company or an EEA parent mixed financial holding company; or

(e) is part of a UK lead regulated group.

16.17.5  Firms’ attention is drawn to SUP 16.3.25 G regarding a single submission for all firms in a group.
### Application

This section applies to the following types of AIFM in line with SUP 16.18.2 G:

1. a full-scope UK AIFM;
2. a small authorised UK AIFM;
3. a small registered UK AIFM;
4. an above-threshold non-EEA AIFM marketing in the UK; and
5. a small non-EEA AIFM marketing in the UK.

<table>
<thead>
<tr>
<th>Type of AIFM</th>
<th>Rules</th>
<th>Directions</th>
<th>Guidance</th>
<th>AIFMD level 2 regulation</th>
</tr>
</thead>
<tbody>
<tr>
<td>full-scope UK AIFM</td>
<td>FUND 3.4 (Reporting obligation to the FCA)</td>
<td>SUP 16.18.5 R</td>
<td>Article 110 (Reporting to competent authorities) (as replicated in SUP 16.18.4 EU)</td>
<td></td>
</tr>
<tr>
<td>small authorised UK AIFM</td>
<td>SUP 16.18.6 R</td>
<td></td>
<td>Article 110 (Reporting to competent authorities) (as replicated in SUP 16.18.4 EU)</td>
<td></td>
</tr>
<tr>
<td>small registered UK AIFM</td>
<td>SUP 16.18.7 D</td>
<td></td>
<td>Article 110 (Reporting to competent authorities) (as replicated in SUP 16.18.4 EU)</td>
<td></td>
</tr>
<tr>
<td>above-threshold non-EEA AIFM mar-</td>
<td>SUP 16.18.8 G</td>
<td></td>
<td>Article 110 (Reporting to competent authorities) (as replicated in SUP 16.18.4 EU)</td>
<td></td>
</tr>
</tbody>
</table>
This section specifies the end dates for reporting periods for AIFMs and the reporting period for small AIFMs for the types of AIFM to whom this section applies. Although article 110 of the AIFMD level 2 regulations (Reporting to competent authorities) (as replicated in SUP 16.18.4 EU) applies certain reporting requirements directly to AIFMs, it does not specify the end dates for reporting periods for an AIFM and, for small AIFMs, it does not specify the reporting period. Therefore, competent authorities are required to specify these requirements.

### Article 110 of the AIFMD level 2 regulation

1. In order to comply with the requirements of the second subparagraph of Article 24(1) and of point (d) of Article 3(3) of Directive 2011/61/EU, an AIFM shall provide the following information when reporting to competent authorities:

   (a) the main instruments in which it is trading, including a break-down of financial instruments and other assets, including the AIF’s investment strategies and their geographical and sectoral investment focus;

   (b) the markets of which it is a member or where it actively trades;

   (c) the diversification of the AIF’s portfolio, including, but not limited to, its principal exposures and most important concentrations.

   The information shall be provided as soon as possible and not later than one month after the end of the period referred to in paragraph 3. Where the AIF is a fund of funds this period may be extended by the AIFM by 15 days.

2. For each of the EU AIFs they manage and for each of the AIFs they market in the Union, AIFMs shall provide to the competent authorities of their home Member State the following information in accordance with Article 24(2) of Directive 2011/61/EU:

   (a) the percentage of the AIF’s assets which are subject to special arrangements as defined in Article 1(5) of this Regulation arising from their illiquid nature as referred to in point (a) of Article 23(4) of Directive 2011/61/EU;

   (b) any new arrangements for managing the liquidity of the AIF;
### Reporting to competent authorities

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<tbody>
<tr>
<td>(c)</td>
<td>the risk management systems employed by the AIFM to manage the market risk, liquidity risk, counterparty risk and other risks including operational risk;</td>
</tr>
<tr>
<td>(d)</td>
<td>the current risk profile of the AIF, including:</td>
</tr>
<tr>
<td>(i)</td>
<td>the market risk profile of the investments of the AIF, including the expected return and volatility of the AIF in normal market conditions;</td>
</tr>
<tr>
<td>(ii)</td>
<td>the liquidity profile of the investments of the AIF, including the liquidity profile of the AIF’s assets, the profile of redemption terms and the terms of financing provided by counterparties to the AIF;</td>
</tr>
<tr>
<td>(e)</td>
<td>information on the main categories of assets in which the AIF invested including the corresponding short market value and long market value, the turnover and performance during the reporting period; and</td>
</tr>
<tr>
<td>(f)</td>
<td>the results of periodic stress tests, under normal and exceptional circumstances, performed in accordance with point (b) of Article 15(3) and the second subparagraph of Article 16(1) of Directive 2011/61/EU.</td>
</tr>
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</table>

#### 3. The information referred to in paragraphs 1 and 2 shall be reported as follows:

<p>| | |</p>
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<tr>
<td>(a)</td>
<td>on a half-yearly basis by AIFMs managing portfolios of AIFs whose assets under management calculated in accordance with Article 2 in total exceed the threshold of either EUR 100 million or EUR 500 million laid down in points (a) and (b) respectively of Article 3(2) of Directive 2011/61/EU but do not exceed EUR 1 billion, for each of the EU AIFs they manage and for each of the AIFs they market in the Union;</td>
</tr>
<tr>
<td>(b)</td>
<td>on a quarterly basis by AIFMs managing portfolios of AIFs whose assets under management calculated in accordance with Article 2 in total exceed EUR 1 billion, for each of the EU AIFs they manage, and for each of the AIFs they market in the Union;</td>
</tr>
<tr>
<td>(c)</td>
<td>on a quarterly basis by AIFMs which are subject to the requirements referred to in point (a) of this paragraph, for each AIF whose assets under management, including any assets acquired through use of leverage, in total exceed EUR 500 million, in respect of that AIF;</td>
</tr>
<tr>
<td>(d)</td>
<td>on an annual basis by AIFMs in respect of each unleveraged AIF under their management which, in accordance with its core investment policy, invests in non-listed companies and issuers in order to acquire control.</td>
</tr>
</tbody>
</table>

#### 4. By way of derogation from paragraph 3, the competent authority of the home Member State of the AIFM may deem it appropriate and necessary for the exercise of its function to require all or part of the information to be reported on a more frequent basis.

#### 5. AIFMs managing one or more AIFs which they have assessed to be employing leverage on a substantial basis in accordance with Article 111 of this Regulation shall provide the information required under Article 24(4) of Directive 2011/61/EU at the same time as that required under paragraph 2 of this Article.

#### 6. AIFMs shall provide the information specified under paragraphs 1, 2 and 5 in accordance with the pro-forma reporting template set out in the Annex IV.
Reporting to competent authorities

7. In accordance with point (a) of Article 42(1) of Directive 2011/61/EU, for non-EU AIFMs, any reference to the competent authorities of the home Member State shall mean the competent authority of the Member State of reference.

[Note: Article 110 of the AIFMD level 2 regulation]

Reporting periods and end dates

**16.18.5**

The reporting period of a *full-scope UK AIFM* must end on the following dates:

1. for *AIFMs* that are required to report annually, on 31 December in each calendar year;
2. for *AIFMs* that are required to report half-yearly, on 30 June and 31 December in each calendar year; and
3. for *AIFMs* that are required to report quarterly, on 31 March, 30 June, 30 September and 31 December in each calendar year.

**16.18.6**

A *small authorised UK AIFM* must report annually and its reporting period must end on 31 December in each calendar year.

**16.18.7**

A *small registered UK AIFM* must report annually and its reporting period must end on 31 December in each calendar year.

**16.18.8**

In accordance with regulation 59(3)(a) of the *AIFMD UK regulation*, an *above-threshold non-EEA AIFM* that is *marketing* in the *UK* is required to comply with the implementing provisions of the *AIFMD UK regulation* that apply to a *full-scope UK AIFM* and relate to articles 22 to 24 *AIFMD* in so far as such provisions are relevant to the *AIFM* and the *AIF*. Therefore, such an *AIFM* should comply with the provisions in **SUP 16.18.5 R** that are applicable to a *full-scope UK AIFM*.

**16.18.9**

A *small non-EEA AIFM marketing* in the *UK* must report annually and its reporting period must end on 31 December in each calendar year.

**16.18.10**

All periods in this section should be calculated by reference to London time.

Guidelines

**16.18.11**

ESMA’s guidelines on reporting obligations under articles 3(3)(d) and 24(1), (2) and (4) of the *AIFMD* (http://www.esma.europa.eu/system/files/2013-1339_final_report_on_esma_guidelines_on_aifmd_reporting_for_publication_revised.pdf) provide further details in relation to the requirements in this section.
16.19 Immigration Act compliance reporting

Application

16.19.1 A firm which is subject to any of the following provisions of the Immigration Act 2014:
(a) the prohibition on opening a current account for a disqualified person in section 40;
(b) the requirement to carry out immigration checks in relation to current accounts in section 40A;
(c) the requirement to notify the existence of current accounts for disqualified persons in section 40B; and
(d) the requirement to close an account in accordance with section 40G.

16.19.2 This section does not apply to a branch of a firm where the branch is established outside the United Kingdom.

Annual compliance reporting

16.2 A firm must report its compliance with sections 40, 40A, 40B and 40G of the Immigration Act 2014 to the FCA annually.

Method for submitting compliance reports

16.3 A firm must report its compliance in the form specified in § SUP 16 Annex 1AR using the appropriate online systems accessible from the FCA’s website.

Time period for submitting compliance reports

16.4 A firm which is subject to § SUP 16.7A (Annual reports and accounts) must report its compliance at the same time that it submits its annual reports and accounts to the FCA.

16.5 A firm which is not subject to § SUP 16.7A (Annual reports and accounts) must report its compliance within four months after its accounting reference date.
16.20 Submission of recovery plans and information for resolution plans

Application

16.20.1 This section applies to a firm or qualifying parent undertaking who is required to send any of the following types of information to the FCA:

1. recovery plans in line with [IFPRU 11.2](Individual recovery plans); or
2. group recovery plans in line with [IFPRU 11.3](Group recovery plans); or
3. information required for resolution plans in line with [IFPRU 11.4](Information for resolution plans).

Submission of recovery plans and group recovery plans

16.20.2 A firm or qualifying parent undertaking must send its recovery plan or group recovery plan to the FCA within three months of the reporting reference dates specified in the table below:

<table>
<thead>
<tr>
<th>Type of firm or qualifying parent undertaking</th>
<th>Type of plan</th>
<th>Total balance sheet assets (see SUP 16.20.3 G)</th>
<th>First reporting reference date</th>
<th>Ongoing reporting reference date</th>
</tr>
</thead>
<tbody>
<tr>
<td>firm or qualifying parent undertaking</td>
<td>group recovery plan</td>
<td>More than £2.5 billion</td>
<td>30 June 2015</td>
<td>Every year on the same date as the first reporting reference date.</td>
</tr>
<tr>
<td>in an RRD group that includes an IFPRU 730k firm</td>
<td></td>
<td>More than £1 billion and less than £2.5 billion</td>
<td>30 September 2015</td>
<td></td>
</tr>
<tr>
<td>firm that is a significant IFPRU firm or does not include an IFPRU 730k firm</td>
<td></td>
<td>More than £500 million and less than £1 billion</td>
<td>31 December 2015</td>
<td></td>
</tr>
<tr>
<td>significant IFPRU firm</td>
<td>recovery plan</td>
<td>Less than £500 million</td>
<td>31 March 2016</td>
<td>Every year on the same date as the first reporting reference date.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>More than £2.5 billion</td>
<td>30 June 2015</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>More than £1 billion and less than £2.5 billion</td>
<td>30 September 2015</td>
<td></td>
</tr>
</tbody>
</table>
### Submission of recovery plans

A firm or qualifying parent undertaking must send the information required for a resolution plan to the FCA within three months of the reporting reference dates specified in the table below:

<table>
<thead>
<tr>
<th>Type of firm or qualifying parent undertaking</th>
<th>Type of plan</th>
<th>Total balance sheet assets (see SUP 16.20.3 G)</th>
<th>First reporting reference date</th>
<th>Ongoing reporting reference date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>firm or qualifying parent undertaking in an RRD group that includes an IFPRU 730k firm that is a significant IFPRU firm</strong></td>
<td>group recovery plan</td>
<td>More than £500 million and less than £1 billion</td>
<td>31 December 2015</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Less than £500 million</td>
<td>31 March 2016</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>More than £50 million and less than £500 million</td>
<td>30 September 2015</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>More than £15 million and less than £50 million</td>
<td>31 December 2015</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>More than £5 million and less than £15 million</td>
<td>31 March 2016</td>
<td>Every two years on the same date as the first reporting reference date.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Less than £5 million</td>
<td>30 June 2016</td>
<td></td>
</tr>
<tr>
<td><strong>non-significant IFPRU firm</strong></td>
<td>recovery plan</td>
<td>More than £50 million and less than £500 million</td>
<td>30 September 2015</td>
<td>Every two years on the same date as the first reporting reference date.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>More than £15 million and less than £50 million</td>
<td>31 December 2015</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>More than £5 million and less than £15 million</td>
<td>31 March 2016</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Less than £5 million</td>
<td>30 June 2016</td>
<td></td>
</tr>
</tbody>
</table>

[Note: articles 4(1)(b) and 6(1) of RRD]

16.20.3

1. The calculation of total balance sheet assets for SUP 16.20.2 R should be consistent with the way this figure is calculated for determining whether a firm is a significant IFPRU firm.

2. For group recovery plans, the calculation of total balance sheet assets should be based on the assets of the largest RRD institution in the group.
### Section 16.20: Submission of recovery plans and information for resolution plans

#### Type of firm or qualifying parent undertaking | First reporting reference date | Ongoing reporting reference date
---|---|---
Firm or qualifying parent undertaking in an RRD group that includes an IFPRU 730k firm that is a significant IFPRU firm or does not include an IFPRU 730k firm | 30 June 2015 | Every two years on the same date as the first reporting reference date.
Significant IFPRU firm | 30 June 2015 | Every two years on the same date as the first reporting reference date.
Firm or qualifying parent undertaking in an RRD group that includes an IFPRU 730k firm that is not a significant IFPRU firm (but does not include an IFPRU 730k firm that is a significant IFPRU firm) | 31 December 2015 | Every three years on the same date as the first reporting reference date.
Non-significant IFPRU firm | 31 December 2015 | Every three years on the same date as the first reporting reference date.

[Note: articles 4(1)(b), 11(1) and 13(1) of RRD]

#### Submission of information for RRD institutions and RRD groups authorised or created after the first reporting date

Where an RRD institution is authorised or an RRD group is created after the first reporting reference date that would have applied to that firm or qualifying parent undertaking in line with SUP 16.20.2 R and SUP 16.20.4 R, the firm or qualifying parent undertaking must:

1. send its first recovery plan or group recovery plan and resolution plan information within three months of the first quarter end date which falls after six months of the date of the authorisation of the RRD institution or creation of the RRD group; and

2. send its ongoing recovery plan or group recovery plan:
   
   (a) every year within three months of the same date as the first reporting reference date for a significant IFPRU firm or a group that includes a significant IFPRU firm; or
   
   (b) every two years within three months of the same date as the first reporting reference date for a firm that is not a significant IFPRU firm or a group that does not include a significant IFPRU firm.

#### Method for submitting recovery plans and information for resolution plans

A firm must submit its recovery plan and the information required for its resolution plan to the FCA online through the appropriate systems accessible from the FCA’s website, using the forms specified in SUP 16 Annex 40R.
16.21 Reporting under the MCD Order for CBTL firms

Application

16.21.1 This section applies to a CBTL firm that enters into or promises to enter into a CBTL credit agreement as lender, or a CBTL firm in which the rights and obligations of the lender under a CBTL credit agreement are vested.

Purpose

16.21.2 The purpose of this section is to direct CBTL firms in relation to:

- the information that they must provide to the FCA on their CBTL business and their compliance with requirements imposed by Schedule 2 to the MCD Order; and
- the time at which, and the manner and form in which, they must provide that information.

[Note: article 18(1)(c) of the MCD Order]

16.21.3 The purpose of this section is also to make provision for CBTL firms in relation to the failure to submit reports.

Reporting requirement

16.21.4 (1) A CBTL firm must submit a duly completed consumer buy-to-let return to the FCA.

(2) The return referred to in (1) must be submitted:

- in the format set out in SUP 16 Annex 39AD; guidance notes for the completion of the return are set out in SUP 16 Annex 39BG;
- online through the appropriate systems accessible from the FCA’s website; and
- within 30 business days following the end of the reporting period.

(3) The reporting period is the four calendar quarters beginning on 1 April.
Section 16.21 : Reporting under the MCD
Order for CBTL firms

16.21.5 D

■ SUP 16.3.11R (Complete reporting) and ■ SUP 16.3.13R (Timely reporting) apply as directions to a *CBTL firm* in relation to *CBTL business* as if a reference to *firm* in these provisions were a reference to a *CBTL firm*.

16.21.6 R

■ SUP 16.3.14R (Failure to submit reports) applies to a *CBTL firm* in relation to *CBTL business* as if a reference to *firm* in that *rule* were a reference to a *CBTL firm*.

16.21.7 D

(1) A *CBTL firm* may appoint another *person* to provide a report on the *CBTL firm’s* behalf if the *CBTL firm* has informed the FCA of that appointment in writing.

(2) Where (1) applies, the *CBTL firm* must ensure that the report complies with the requirements of ■ SUP 16.21.
16.22 Reporting under the Payment Accounts Regulations

Application

16.22.1 This section applies to a payment service provider located in the UK other than:

(1) a credit union;

(2) National Savings and Investment; and

(3) the Bank of England.

[Note: see SUP 16.1.1ED]

Purpose

16.22.2 The purpose of this section is to give directions to payment service providers under regulation 29 (Reporting requirements) of the Payment Accounts Regulations about:

(1) the information concerning their compliance with the requirements imposed on them under Part 3 (Switching) and Part 4 (Access to payment accounts) of the Payment Accounts Regulations; and

(2) the time at which and the form in which they must provide that information.

Reporting requirement

16.22.3 A payment service provider that offers a payment account within the meaning of the Payment Accounts Regulations must submit a duly completed report (referred to in this section as a “payment accounts report”) to the FCA.

16.22.4 A payment service provider to which SUP 16.22.3D applies and which is a credit institution is required to complete every row in the payment accounts report, including rows 4 and 5, in accordance with SUP 16.22.5D to SUP 16.22.10R, even if it has not been designated under regulation 21 of the Payment Accounts Regulations.
The payment accounts report required by § SUP 16.22.3D and § SUP 16.22.4R must be submitted:

1. by electronic means made available by the FCA;
2. in the format set out in § SUP 16 Annex 41AD; notes for the completion of the report are set out in § SUP 16 Annex 41BG; and
3. within two months of the end of the relevant reporting period.

The first reporting period is the period commencing on 18 September 2016 and ending on 28 February 2018.

Subsequent reporting periods are consecutive periods of two years commencing on 1 March 2018 and on 1 March every other year thereafter.

For example, the second reporting period commences on 1 March 2018 and ends on 29 February 2020 and the third reporting period commences on 1 March 2020 and ends on 28 February 2022.

§ SUP 16.3.11R (Complete reporting) and § SUP 16.3.13R (Timely reporting) apply to the submission of payment accounts reports under this section as if a reference to firm in those rules were a reference to payment service provider.

§ SUP 16.3.14R (Failure to submit reports) applies to the submission of payment accounts reports under this section as if a reference to firm in that rule were a reference to payment service provider.
16.23 Annual Financial Crime Report

Application

16.23.1 This section applies to all firms subject to the Money Laundering Regulations, other than:

(1) a credit union;

(2) a P2P platform operator;

(3) an authorised professional firm;

(4) a firm with limited permissions only; or

(5) a firm excluded under SUP 16.23.2R.

16.23.2 Unless a firm is listed in the table below, this section does not apply to it where both of the following conditions are satisfied:

(1) the firm has reported total revenue of less than £5 million as at its last accounting reference date; and

(2) the firm only has permission to carry on one or more of the following activities:

(a) advising on investments;

(b) dealing in investments as agent;

(c) dealing in investments as principal;

(d) arranging (bringing about deals) in investments;

(e) making arrangements with a view to transactions in investments;

(f) assisting in the administration and performance of a contract of insurance in relation to non-investment insurance contracts;

(g) agreeing to carry on a regulated activity;

(h) advising on pension transfers and pension opt-outs;

(i) credit-related regulated activity;

(j) home finance mediation activity;

(k) managing investments;

(l) establishing, operating or winding up a collective investment scheme;

(m) establishing, operating or winding up a personal pension scheme;
(n) establishing, operating or winding up a stakeholder pension scheme;
(o) managing a UCITS;
(p) managing an AIF;
(q) safeguarding and administering investments;
(r) acting as trustee or depositary of a UCITS;
(s) acting as trustee or depositary of an AIF; and/or
(t) operating a multilateral trading facility.

Table: Firms to which the exclusion in SUP 16.23.2R does not apply

- a UK bank;
- a building society;
- an EEA bank;
- a non-EEA bank;
- a mortgage lender;
- a mortgage administrator; or
- a firm offering life and annuity insurance products.

**Purpose**

16.23.3 G

1. The purpose of this section is to ensure that the FCA receives regular and comprehensive information about the firm’s systems and controls in preventing financial crime.

2. The purpose of collecting the data in the Annual Financial Crime Report is to assist the FCA in assessing the nature of financial crime risks within the financial services industry.

**Requirement to submit the Annual Financial Crime Report**

16.23.4 R

A firm must submit the Annual Financial Crime Report to the FCA annually in respect of its financial year ending on its latest accounting reference date.

A firm is only required to submit data that relates to the parts of its business subject to the Money Laundering Regulations.

16.23.5 G

1. If a group includes more than one firm, a single Annual Financial Crime Report may be submitted, and so satisfy the requirements of all firms in the group.

2. Such a report should contain the information required from all the relevant firms, meet all relevant due dates, indicate all the firms on whose behalf it is submitted and give their firm reference numbers (FRNs). The obligation to report under §SUP 16.23.4R remains with the individual firm.
Method for submitting the Annual Financial Crime Report

A firm must submit the Annual Financial Crime Report in the form specified in SUP 16 Annex 42AR using the appropriate online systems accessible from the FCA’s website.

Time period for firms submitting their Annual Financial Crime Report

A firm must submit the Annual Financial Crime Report within 60 business days of the firm’s accounting reference date.
16.23A Employers’ Liability Register compliance reporting

Application

This section applies to any firm required to produce an employers’ liability register in compliance with the requirements in ICOBS 8.4.4R, which is:

(a) a firm carrying out contracts of insurance, or a managing agent managing insurance business, including in either case business accepted under reinsurance to close, which includes United Kingdom commercial lines employers’ liability insurance; and

(b) an incoming EEA firm or incoming Treaty firm falling within (a), including those providing cross border services.

(2) In this section:

(a) a “director’s certificate” refers to a statement complying with the requirements in SUP 16.23A.5R(1);

(b) “employers’ liability insurance” includes business accepted under reinsurance to close covering employers’ liability insurance (including business that is only included as employers’ liability insurance for the purposes of this section);

(c) a “qualified director’s certificate” refers to the statement complying with the requirements in SUP 16.23A.5R(1)(b);

(d) “materially compliant” has the meaning in SUP 16.23A.5R;

(e) the “register” is the employers’ liability register complying with the requirements in ICOBS 8.4.4R and ICOBS 8 Annex 1;

(f) the “return” is the employers’ liability register compliance return at SUP 16 Annex 44AR; and

(g) “supporting documents” are the director’s certificate and auditor’s report specified in SUP 16.23A.5R and SUP 16.23A.6R.

Purpose

ICOBS 8.4.4R requires a firm to produce the register. The register must be produced in compliance with the updating requirements in ICOBS 8.4.11R(2). SUP 16.23A sets out further requirements on the firm to obtain and submit to the FCA a statement that the firm’s production of the register complies with the requirements in ICOBS 8.4.4R, including supporting documents from a director and an auditor. It specifies the time, form and method of providing that information.
Reporting requirement

16.23A.3 R

(1) A firm must submit the return annually to the FCA.

(2) The return must be in relation to the register as at 31 March, covering the period of production of the register from 1 April to 31 March.

(3) The return must be submitted online through the appropriate systems made available by the FCA:
   (a) between the 1 and 31 August each year;
   (b) in the format set out in SUP 16 Annex 44AR; and
   (c) any supporting documents must be provided in pdf format.

Content of return and supporting documents

16.23A.4 R

The return consists of the information required in the form at SUP 16 Annex 44AR and the supporting documents specified in SUP 16.23A.5R and SUP 16.23A.6R.

Director’s certificate

16.23A.5 R

(1) A firm must obtain and submit to the FCA a written statement, by a director of the firm responsible for the production of the register, that, to the best of the director’s knowledge, during the reporting period the firm in its production of the register is either:

   (a) materially compliant with the requirements of ICOBS 8.4.4R(2) and ICOBS 8 Annex 1, including (where necessary) how the firm has used and continues to use its best endeavours in accordance with ICOBS 8 Annex 1.1.1CR; or

   (b) not materially compliant with the provisions referred to in SUP 16.23A.5R(1)(a), in which case the statement must also set out, to the best of the director’s knowledge, the information required by SUP 16.23A.5R(3).

(2) For the purposes of SUP 16.23A.5R and SUP 16.23A.6R, “materially compliant” means that in relation to at least ninety-nine percent of policies for which information is required to be included, the information in the register does not contain any inaccuracy or lack faithful reproduction (as relevant) that would affect the outcome of a search when compared to a search carried out with fully accurate and/or faithfully reproduced information.

(3) The information referred to in SUP 16.23A.5R(1)(b) is:

   (a) a description of the ways in which the firm, in its production of the register, is not materially compliant;

   (b) the number of policies, in relation to which, either:

      (i) the firm is not able to include any information in the register; and/or

      (ii) information is included in the register but information may be incorrect or incomplete,

   in each case as a proportion of the total number of policies required to be included in the register;
(c) where the firm is only practicably able to provide an estimate of the numbers in SUP 16.23A.5R(3)(b), the basis of each estimate; and

(d) a description of the systems and controls used in the production of the register and of the steps, together with relevant timescales, that the firm is taking to ensure that it will be materially compliant as soon as practicable.

(4) The firm must ensure that the director's certificate includes the description of “materially compliant” referred to in SUP 16.23A.5R(2).

16.23A.5A

(1) In relation to the written statement referred to in SUP 16.23A.5R(1):

(a) SUP 16.23A.5R(1) does not preclude the relevant director from, in addition, including in the director's statement any of the following as relevant:

(i) if a firm's employers' liability register is more than materially compliant, a statement to this effect, and/or a statement of the extent to which the director considers, to the best of their knowledge, the firm to be compliant in its production of the register;

(ii) reasons for the level of any non-compliance; and/or

(iii) information relating to policies which are not required to be included in the register;

(b) the statement regarding the firm's level of compliance with the requirements in ICOBS 8.4.4R(2) and ICOBS 8 Annex 1, and, in relevant cases, the steps the firm is undertaking to ensure material compliance as soon as practicable, does not alter the underlying requirement that the firm has to comply fully with the relevant requirements in ICOBS 8.4.4R(2) and ICOBS 8 Annex 1 (that is, not just to a material extent). So, it is possible that a firm will be able to comply with SUP 16.23A.5R(1) but continue to not fully comply with the underlying requirements, for example in respect of the policies falling outside the ninety-nine percent threshold. In relation to these policies, as well as those identified in any qualified director's certificate, the firm will need to remedy errors or omissions as soon as practicable, and have systems and controls in place to give effect to these on an ongoing basis.

Auditor’s report

16.23A.6

(1) A firm must obtain and submit to the FCA a report satisfying the requirements of SUP 16.23A.6R(2), prepared by an auditor satisfying the requirements of SUP 3.4 and SUP 3.8.5R to SUP 3.8.6R, and addressed to the directors of the firm.

(2) The report referred to in SUP 16.23A.6R(1) must:

(a) be prepared on the basis of providing an opinion under a limited assurance engagement confirming whether the auditor has found no reason to believe that the firm, solely in relation to the firm's extraction of information from its underlying records, has not materially complied with the requirements in ICOBS 8.4.4R(2) and ICOBS 8 Annex 1 in the production of its employer's liability register during the reporting period, having regard in particular
(b) use the description of “material compliance” as referred to in
■ SUP 16.23A.5R(2), adapted as necessary to apply solely to the
firm’s extraction of information from its underlying records;
(c) address, in particular, the following risks:
   (i) information relating to certain *policies* issued or renewed on
       or after 1 April 2011 is entirely omitted from the register
       even though some relevant policy details are included in the
       firm’s underlying records;
   (ii) information relating to certain *policies* in respect of which
        claims were made on or after 1 April 2011 is entirely omitted
        from the register even though some relevant policy details
        are included in the firm’s underlying records;
   (iii) relevant information required to be included in the register,
        and which is included in the firm’s underlying records, is
        omitted from, or is inaccurately entered on to, the register;
        and
   (iv) information relating to *policies* which do not provide
        employers’ liability insurance are included in the register.

For the purposes of ■ SUP 16.23A.5R(1) and ■ SUP 16.23A.6R(1) the director’s
certificate and report prepared by an auditor must be obtained and
submitted to the FCA within the timeframe set out in ■ SUP 16.23A.3R(3)(a)
and in the format set out in ■ SUP 16 Annex 44AR.
16.24 Retirement income data reporting

Application

16.24.1 This section applies to:

(1) (a) a firm with permission to establish, operate or wind up a personal pension scheme or a stakeholder pension scheme; and

(b) a firm with permission to effect or carry out contracts of insurance in relation to life and annuity contracts of insurance.

(2) This rule does not apply to an incoming firm:

(a) in respect of that part of its business that was carried on as an electronic commerce activity; or

(b) if the customer is habitually resident in (and, if applicable, the State of the risk is) an EEA State other than the United Kingdom, to the extent that the EEA State in question imposes measures of like effect.

Purpose

16.24.2 (1) The purpose of this section is to set out the requirements for the firms specified in §SUP 16.24.1R to report retirement income data.

(2) The purpose of collecting this data is to assist the FCA in the ongoing supervision of firms providing certain retirement income products and to enable the FCA to gain a wider understanding of market trends in the interests of protecting consumers.

Reporting requirement

16.24.3 (1) A firm must submit:

(a) a retirement income flow data return half-yearly; and

(b) a retirement income stock data and withdrawals flow data return annually;

within 45 business days of the end of the relevant reporting period.

(2) The relevant reporting periods are as follows:

(a) for retirement income flow data returns, the six month periods ending on 31 March and 30 September in each calendar year;
for retirement income stock data and withdrawals flow data returns, the twelve month period ending on 31 March in each calendar year.

(3) A firm must submit a nil return if there is no relevant data to report.

(4) A firm must submit its completed returns to the FCA online through the appropriate systems accessible from the FCA’s website using the forms set out in SUP 16 Annex 43AR.

16.24.4 Guidance for completion of the returns in SUP 16.24.3R(1) is set out in SUP 16 Annex 43BG.

16.24.5 Firms’ attention is drawn to SUP 16.3.25G regarding reports from a group.
16.25 Claims management reporting

Application

16.25.1 The effect of SUP 16.1.3R is that this section applies to a firm with permission to carry on regulated claims management activities.

Purpose

16.25.2 (1) The purpose of this section is to ensure that the FCA receives, on a regular basis, comprehensive information about the activities of firms which carry on regulated claims management activities.

(2) The purpose of collecting this data is to monitor firms’ compliance with applicable rules and to assess and identify any emerging risks within the claims management industry.

Requirement to submit Annual Claims Management Report

16.25.3 A firm must submit an Annual Claims Management Report to the FCA annually in respect of the period of 12 months ending on the firm’s accounting reference date.

16.25.4 Firms are only required to disclose in Annual Claims Management Reports information relating to the part of their business which is involved in carrying on regulated claims management activities and ancillary activities, except for questions 13 to 15, 19 to 27 and 30 to 34, which relate to the firm as a whole.

Method for submitting Annual Claims Management Report

16.25.5 A firm must submit an Annual Claims Management Report in the format as set out in SUP 16 Annex 45AR, using the appropriate online systems specified on the FCA’s website.

16.25.6 A firm submitting an Annual Claims Management Report should read the guidance notes available in SUP 16 Annex 45BG.

Time period for submitting Annual Claims Management Report

16.25.7 A firm must submit the Annual Claims Management Report within 30 business days of the firm’s accounting reference date.
Group reporting

If a group includes more than one firm, a single Annual Claims Management Report may be submitted, and so satisfy the requirements of all firms in the group. Such a report should contain the information required from all of the firms in the group, meet all relevant due dates, indicate all the firms on whose behalf it is submitted and give their firm reference numbers. Nevertheless, the requirement to provide a report and the responsibility for the report remain with each firm in the group.
### 16.26 Reporting of information about Directory persons

#### Application

**16.26.1**
This section of the FCA Handbook applies to an SMCR firm.

**16.26.2**
(1) This section requires an SMCR firm to report information about its Directory persons to the FCA.

(2) An SMCR firm will need to report information about all of its Directory persons. A firm may also need to report information if it is a sole trader or if it has appointed an appointed representative.

(3) This section is also relevant to a Directory person whose name is or will be included in the Directory.

#### Purpose

**16.26.3**
(1) Section 347(1) of the Act requires the FCA to maintain a record of various categories of person, such as authorised persons and approved persons as well as every person falling within such other classes as the FCA may determine (see section 347(1)(i)).

(2) The FCA has determined that individuals who are Directory persons should be included on the record required by section 347(1) of the Act (see section 347(1)(i) of the Act).

(3) The FCA is required to make the record available for inspection by members of the public in legible form at such times or places as the FCA may determine (see section 347(5) of the Act).

**16.26.4**
The FCA expects there to be a number of benefits from the Directory being available for public inspection. For example, a client will be able to verify information about a Directory person who it is proposed will be involved in the provision of a service to them. Or a firm might cross-check information about a Directory person before that individual is hired by the firm.

**16.26.5**
(1) This section contains rules which require an SMCR firm to report specified information to the FCA about its Directory persons for the purposes of that information being included in the Directory.

(2) This section also contains rules which require reporting of additional information to the FCA about Directory persons. This includes a
Directory person’s date of birth, and, as the case may be, National Insurance number or passport number. The FCA needs this to ensure that information which is reported by a firm about a particular individual is as accurate as possible, for example, to prevent confusion between individuals with similar names. The information will also help the FCA in carrying out its functions, for example, in its arrangements for supervising and enforcing compliance with relevant rules or requirements. However, this additional information will not be made available to the public through the Directory.

### Reporting requirements: complete and accurate information

16.26.6 **R**

1. An SMCR firm must submit a duly completed and accurate report to the FCA for each Directory person in accordance with the provisions of this section.

2. The report for each Directory person must contain the information set out in **SUP 16 Annex 47AR**, and be:
   
   a. submitted online through the appropriate system which is accessible from the FCA website; and
   
   b. in the appropriate format.

16.26.7 **R**

1. When submitting a report to the FCA in respect of a Directory person an SMCR firm must confirm that all the information being reported to the FCA in respect of that Directory person is complete and accurate.

2. That confirmation must be given online through the appropriate system which is accessible from the FCA website.

16.26.8 **G**

1. The information reported by the firm in respect of a Directory person which is to be included in the Directory will be uploaded onto the Directory shortly after the report is submitted.

2. It is the responsibility of a firm to ensure that any information that it reports about relevant Directory persons is accurate and complete.

3. The FCA will not verify the information about Directory persons which is reported by a firm.

4. If a firm becomes aware of any inaccuracies or errors in the information reported about a Directory person it must rectify that information in accordance with applicable data protection legislation.

16.26.9 **G**

There are notes which accompany **SUP 16 Annex 47AR** (Directory persons report) which are intended to help firms report the required information. The notes are in **SUP 16 Annex 47BG** (Guidance notes for Directory persons report in SUP 16 Annex 47AR).

16.26.10 **R**

**SUP 16.3.11R** (Complete reporting) applies to the submission of Directory persons reports by an SMCR firm.
Reporting requirements: exceptional circumstances

16.26.11  
A firm may not report the information required in SUP 16 Annex 47AR (15) where that firm has reason to believe that making public a Directory person’s workplace location would put them at risk.

Frequency and timing of reports: general

16.26.12  
(1) A firm must submit a report required by this section in the frequency, and so as to be received by the FCA no later than the due date, specified for such a report.

(2) If a firm becomes aware of any inaccuracies or errors in the information reported about a Directory person it must rectify that information as soon as possible in accordance with applicable data protection legislation (see also SUP 16.26.6R and SUP 16.26.8G).

Frequency and timing of reports: certification employees

16.26.13  
In respect of a certification employee, an SMCR firm must submit a report within seven business days of:

1. the certification employee commencing performance of a certification function;
2. the certification employee ceasing performance of a certification function; or
3. the firm becoming aware of any other change to the information last reported to the FCA in respect of that certification employee.

An example of when an SMCR firm would need to submit a report to the FCA under SUP 16.26.13R(3) is where the individual changes their name. Seven business days is intended to be the maximum length of time for making a notification. By reporting more quickly, firms can improve the accuracy of the information included in the Directory.

Frequency and timing of reports: non-SMF director Directory person

16.26.15  
In respect of a non-SMF director Directory person, an SMCR firm must submit a report within seven business days of:

1. that person becoming a non-SMF director Directory person at the firm; or
2. that person ceasing to be a non-SMF director Directory person at the firm; or
3. the firm becoming aware of any other change to the information last reported to the FCA in respect of that individual.
Frequency and timing of reports: sole trader Directory person or appointed representative Directory person

16.26.16 R
In respect of an appointed representative Directory person or a sole trader Directory person, an SMCR firm must submit a report within seven business days of:

(1) that person commencing performance of a function which requires a qualification under TC App 1.1 (Activities and Products/Sectors to which TC applies subject to Appendices 2 and 3);

(2) that person ceasing to perform a function which requires a qualification under TC App 1.1 (Activities and Products/Sectors to which TC applies subject to Appendices 2 and 3); or

(3) the firm becoming aware of any other change to the information last reported to the FCA in respect of that individual.

16.26.17 R
If the FCA’s information technology systems fail and online submission of the reports required under this section is not possible on the reporting day (see paragraph (3)), the time period for submission of reports is extended in accordance with paragraph (2).

If on the reporting day, the online submission of reports is not possible for more than one hour, the firm must submit the relevant report on the first business day on which the online submission of reports is next possible.

In this rule, the “reporting day” is the day on which the firm must submit a report under this section as determined in accordance with SUP 16.26.13R to SUP 16.26.16R.

Frequency and timing of reports: reporting to the FCA at least once every twelve months

16.26.18 R
(1) Paragraph (2) applies where an SMCR firm has not submitted any reports to the FCA in respect of a Directory person in accordance with the provisions of this section within the relevant period (see SUP 16.26.20R).

(2) An SMCR firm must submit a report to the FCA confirming that the information previously reported by the firm in respect of its Directory persons remains accurate and up-to-date.

(3) The confirmation to be submitted to the FCA under paragraph (2) must be submitted no later than the first business day following the end of the relevant period (see SUP 16.26.20R).

16.26.19 R
An SMCR firm may submit a confirmation of accuracy at any time.

16.26.20 R
(1) For the purposes of SUP 16.26.18R, the “relevant period” is the period which:

(a) starts on the day on which the SMCR firm last:
(i) submitted a report to the FCA in respect of any of its Directory persons; or
(ii) submitted a confirmation in accordance with SUP 16.26.18R;
(iii) submitted a confirmation in accordance with SUP 16.26.19R; and
(b) subject to (2), ends 364 days after the day specified in (a).

(2) If the relevant period includes the 29 February of a given year, the period ends 365 days after the day specified in paragraph (1)(a).

**Failure to submit a report**

16.26.21 R SUP 16.3.14R (Failure to submit reports) applies to the failure by an SMCR firm to submit a complete report about its Directory persons in accordance with the rules set out in this section by the date on which it is due.

16.26.22 G Failure to submit a report in accordance with the rules in, or referred to in, this chapter or the provisions of relevant legislation may also lead to the imposition of a financial penalty and other disciplinary sanctions.

16.26.23 G The firm is responsible for ensuring delivery of the required report by the relevant due date. If a report is received by the FCA after the due date and the firm believes its delivery arrangements were adequate, it may be required to provide proof of those arrangements.
[deleted]
## FIN-A Annual Report and Accounts

<table>
<thead>
<tr>
<th>Annual Accounts</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  On what basis have the firm's accounts been prepared?</td>
<td>IFRS / UK GAAP / Other / N/A</td>
</tr>
<tr>
<td>3  Did the firm generate income from regulated activities in the accounting period?</td>
<td>Yes / No / N/A</td>
</tr>
<tr>
<td>4  Are the firm's net assets positive?</td>
<td>Yes / No / N/A</td>
</tr>
<tr>
<td>5  Are the firm's annual report and accounts prepared on a going concern basis?</td>
<td>Yes / No / N/A</td>
</tr>
<tr>
<td>6  Does the firm have any contingent liabilities?</td>
<td>Yes / No / N/A</td>
</tr>
<tr>
<td>7  If the firm's submitted annual report and accounts have been subject to an audit, has the auditor qualified their opinion, added an explanatory paragraph and/or provided written comment on internal controls?</td>
<td>Yes / No / N/A</td>
</tr>
</tbody>
</table>

**Immigration Act 2014**

2 Has the firm complied with the prohibition in section 40 of the Immigration Act 2014, the requirements in section 40A, 40B and 40C of the Immigration Act 2014 and any requirements imposed by or under the Immigration Act 2014 (Bank Accounts) Regulations 2014?
Guidance notes for the completion of FIN-A in SUP 16 Annex 1AR

General Notes
Form FIN-A should only be completed by firms subject to the reporting requirements under SUP 16.7A and/or by firms who are required to provide attestations of compliance with requirements under the Immigration Act 2014 under SUP 16.19.

Form FIN-A is designed to allow firms to:
• upload the annual report and accounts documentation required by SUP 16.7A;
• extract information from the firm’s annual report and accounts; and (where applicable) attest to compliance with requirements under the Immigration Act 2014 under SUP 16.19.

Firms not subject to the Immigration Act 2014 should answer ‘N/A’ to question 2A.

UK branches of EEA banks and dual regulated firms are not required to submit copies of their annual report and accounts to the FCA, and should answer ‘N/A’ to questions listed under ‘Annual Accounts’.

Firms who wish to make a notification to the FCA to comply with Principle 11 should review the guidance set out in SUP 15 (Notifications to the FCA).

Main Details

<table>
<thead>
<tr>
<th>Annual Accounts</th>
<th>On what basis have the firm’s accounts been prepared?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Firms who are subject to the reporting requirements in SUP 16.7A should select one of ‘IFRS’, ‘UK GAAP’ or ‘Other’. Once selected, the person submitting the data can upload the annual report and accounts.</td>
</tr>
<tr>
<td></td>
<td>If the firm is not subject to the reporting requirements in SUP 16.7A they should select ‘N/A’.</td>
</tr>
<tr>
<td>3</td>
<td>Did the firm generate income from regulated activities in the accounting period?</td>
</tr>
<tr>
<td></td>
<td>Firms should indicate whether they have generated an income from regulated activities by selecting ‘Yes’ or ‘No’.</td>
</tr>
<tr>
<td>4</td>
<td>Are the firm’s net assets positive?</td>
</tr>
<tr>
<td></td>
<td>Firms should indicate if the total value of their assets is greater or equal to the total value of their liabilities by selecting ‘Yes’. Where firms’ assets are less than the total value of their liabilities they should select ‘No’.</td>
</tr>
<tr>
<td>5</td>
<td>Are the firm’s annual report and accounts prepared on a going concern basis?</td>
</tr>
<tr>
<td></td>
<td>Firms should indicate whether the annual report and accounts were prepared on a going concern basis by selecting ‘Yes’ or ‘No’.</td>
</tr>
<tr>
<td>6</td>
<td>Does the firm have any contingent liabilities?</td>
</tr>
<tr>
<td></td>
<td>Firms should indicate whether the most recent annual report and accounts or accompanying notes make reference to contingent liabilities by selecting ‘Yes’ or ‘No’.</td>
</tr>
</tbody>
</table>
7 If the firm’s submitted annual report and accounts have been subject to an audit, has the auditor qualified their opinion, added an explanatory paragraph and/or provided written comment on internal controls?

_Firms_ should select ‘Yes’ if the _firm’s_ most recent annual report and accounts have been subject to an audit and the auditor:

(a) qualified the report on the audited annual report and accounts, and/or
(b) added an explanatory paragraph; and/or
(c) provided written comment on internal controls.

_Firms_ should select ‘No’ if:

(d) the annual report and accounts have been subject to an audit, but none of the conditions at (a) to (c) apply.

_Firms_ should select ‘N/A’ if:

(e) the _firm_ is not subject to an audit requirement; or
(f) the _firm_ is not required to submit their annual report and accounts.

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**Immigration Act 2014**

2 Has the firm complied with the prohibition in section 40 of the Immigration Act 2014, the requirements imposed by or under sections 40A, 40B and 40G of the Immigration Act 2014 and any requirements imposed by or under the Immigration Act 2014 (Bank Accounts) Regulations 2014?

_Firms_ should indicate whether they are in compliance with their obligations under the Immigration Act as at the end of the reporting period by selecting one of ‘Yes’, ‘No’ or ‘N/A’.

_Firms_ should only select ‘N/A’ if they are not subject to obligations under the Immigration Act 2014.
[deleted]
[deleted]
[deleted]
[deleted]
Persistency report

This annex consists only of one or more forms. Forms are to be found through the following address:

_Persistency Report_ [SUP 16 Annex 6 R]
Guidance notes for completion of the FCA Persistency Report

This annex consists of guidance notes, which are available here: SUP 16 Annex 6A G
Annual questionnaire for authorised professional firms

This annex consists only of the Annual Questionnaire for Authorised Professional Firms

Forms/sup/SUP_16_ann_09_20181001.pdf
Guidance notes for completion of annual questionnaire for authorised professional firms in SUP 16 Annex 9R

This annex consists only of one or more forms. Forms are to be found through the following address:

SUP Chapter 16 Annex 9AG
Reports from depositaries of ICVCs, AUTs and ACSs [deleted]
Reports from depositaries of authorised funds
Guidance notes on reports from depositaries of authorised funds

### Monthly Return of Breaches – Authorised Funds

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breach Type</td>
<td>The specific rule in COLL or FUND that has been breached.</td>
</tr>
<tr>
<td>New Breaches</td>
<td>Breaches identified for the first time during the most recent reporting period.</td>
</tr>
<tr>
<td>Existing Breaches</td>
<td>Mark as an existing breach if reporting a change in the reported details of an existing breach or if reporting the closure of an existing breach.</td>
</tr>
<tr>
<td>Maximum Percentage</td>
<td>The percentage figure will depend on the breach type. For example, a breach of an investment limit should show the greatest percentage amount by which the value of the asset(s) exceeded the relevant limit during the period of the breach.</td>
</tr>
<tr>
<td>Breach Start Date</td>
<td>The date when the breach first occurred.</td>
</tr>
<tr>
<td>Breach Identification Date</td>
<td>The date when the breach was identified (this may be the same day as or later than the breach start date).</td>
</tr>
<tr>
<td>Breach Closure Date</td>
<td>The date when a breach was closed following the implementation of any corrective actions and if applicable, payment of compensation to the scheme and/or Unitholders.</td>
</tr>
<tr>
<td>Breach Description</td>
<td>A brief statement describing the nature of the breach, and why and how it occurred.</td>
</tr>
<tr>
<td>Action Taken or Planned</td>
<td>The corrective action implemented or planned to close a new or existing breach, and the final outcome when a breach has been closed. If resolution will require a long-term (&gt;6 months) project, timelines should be included.</td>
</tr>
</tbody>
</table>

### Quarterly Return of Oversight Visits – Authorised Funds

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Findings</td>
<td>A brief description of findings and conclusions, including examples.</td>
</tr>
<tr>
<td>Recommendations</td>
<td>Actions requested of the authorised fund manager by the depositary to remedy any findings. If resolution will require a long-term (&gt;6 months) project, timelines should be included.</td>
</tr>
<tr>
<td>AFM’s response and comments</td>
<td>Any statement from the authorised fund manager in response to the depositary’s findings and recommendations.</td>
</tr>
</tbody>
</table>
Return cover sheet

This annex consists only of one or more forms. Forms are to be found through the following address:

*Return Cover Sheet* [Forms/sup/sup_chapter16_annex13r_20130401.pdf](Forms/sup/sup_chapter16_annex13r_20130401.pdf)
Quarterly and annual returns for Credit Unions [deleted]
Notes on completing the quarterly and annual returns for Credit Unions
[deleted]
[deleted]
Firm details (See SUP 16.10.4R)

A: Communications with a firm

1. Name of the firm
2. Trading name(s) of the firm
3. [deleted]
4. Registered office
5. Principal place of business
5A. Head office
5B. UK branch address (if the firm is a branch)
6. Website address
7. Complaints contact and complaints officer
8. The name and email address of the primary compliance contact

B: Information about a firm on the Financial Services Register

9. [deleted]
10. [deleted]
11. [deleted]

C: Other information about a firm

12. [deleted]
13. [deleted]
14. Name and address of firm’s auditor
14A. Name and address of firm’s actuary (where relevant)
15. [deleted]
16. Accounting reference date
16A. Financial year end date
17. Locum
18. The name and email address of the firm’s principal user of the appropriate systems accessible from the FCA’s website
[deleted]
[deleted]
Retail Mediation Activities Return ('RMAR')

This annex consists only of one or more forms. Forms are to be found through the following address:

Retail Mediation Activities Return ('RMAR') - SUP Chapter 16 Annex 18A R
Notes for Completion of the Retail Mediation Activities Return ('RMAR')

Introduction: General notes on the RMAR

1. These notes aim to assist firms in completing and submitting the relevant sections of the Retail Mediation Activities Return ('RMAR').

2. The purpose of the RMAR is to provide a framework for the collection of information required by the FCA as a basis for its supervision activities. It also has the purpose set out in paragraph 16.12.2G of the Supervision Manual, i.e. to help the FCA to monitor firms' capital adequacy and financial soundness.

Defined terms

3. Handbook terms are italicised in these notes.

4. Terms referred to in the RMAR and these notes, where defined by the Companies Acts 1985 or 2006, as appropriate, or other relevant accounting provisions, bear that meaning for these purposes. The descriptions indicated in these notes are designed simply to repeat, summarise or amplify the relevant statutory or other definitions and terminology without departing from their full meaning or effect.

Key abbreviations

5. The following table summarises the key abbreviations that are used in these notes:

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>APF</td>
<td>Authorised professional firm</td>
</tr>
<tr>
<td>AR</td>
<td>Appointed representative</td>
</tr>
<tr>
<td>CAD</td>
<td>The Capital Adequacy Directive</td>
</tr>
<tr>
<td>CASS</td>
<td>The Client Assets sourcebook, part of the Handbook</td>
</tr>
<tr>
<td>COBS</td>
<td>The Conduct of Business sourcebook, part of the Handbook</td>
</tr>
<tr>
<td>CREDs</td>
<td>The Credit unions sourcebook, part of the Handbook</td>
</tr>
<tr>
<td>DISP</td>
<td>Dispute resolution: Complaints sourcebook, part of the Handbook</td>
</tr>
<tr>
<td>EEA</td>
<td>The European Economic Area</td>
</tr>
<tr>
<td>ICOB</td>
<td>The Insurance: Conduct of Business sourcebook, part of the Handbook</td>
</tr>
<tr>
<td>IDD</td>
<td>The Insurance Distribution Directive</td>
</tr>
<tr>
<td>IMD</td>
<td>The Insurance Mediation Directive</td>
</tr>
<tr>
<td>IPRU(INV)</td>
<td>The Interim Prudential sourcebook for investment businesses, part of the Handbook</td>
</tr>
<tr>
<td>ISD</td>
<td>The Investment Services Directive</td>
</tr>
<tr>
<td>LTCI</td>
<td>Long term care insurance</td>
</tr>
<tr>
<td>MCOB</td>
<td>The Mortgages and Home Finance: Conduct of Business sourcebook, part of the Handbook</td>
</tr>
<tr>
<td>MiFID</td>
<td>The Markets in Financial Instruments Directive</td>
</tr>
<tr>
<td>MIPRU</td>
<td>The Prudential sourcebook for Mortgage and Home Finance Firms, and Insurance Intermediaries</td>
</tr>
<tr>
<td>PII</td>
<td>Professional indemnity insurance</td>
</tr>
</tbody>
</table>
RMAR | Retail Mediation Activities Return, i.e. the information requirements to which these notes refer.
---|---
SUP | The Supervision manual, part of the Handbook
TC | Training and Competence, part of the Handbook

Scope
6. The following firms are required to complete the sections of the RMAR applicable to the activities they undertake as set out in SUP 16.12:

(a) firms with permission to carry on insurance distribution activity in relation to non-investment insurance contracts.

By way of example, this would include a broker advising on private motor insurance, household insurance or critical illness cover. It would not though include advice on a life policy;

(b) firms with permission to carry on home finance mediation activity;

(d) firms (defined as retail investment firms) that have retail clients, and have permission to carry on the following activities in relation to retail investment products:

(i) advising on investments;
(ii) arranging (bringing about) deals in investments;
(iii) making arrangements with a view to transactions in investments;

Retail investment products are defined as:

(i) a life policy; or
(ii) a unit; or
(iii) a stakeholder pensions scheme; or
(iv) a personal pension scheme; or
(v) an interest in an investment trust savings scheme; or
(vi) a security in an investment trust; or
(vii) any other designated investment which offers exposure to underlying financial assets, in a packaged form which modifies that exposure when compared with a direct holding in the financial asset; or
(viii) a structured capital-at-risk product;

whether or not any of (i) to (vii) are held within an ISA or a CTF; and

(c) personal investment firms;

(e) other investment firms that have permission to advise on P2P agreements and do not carry on that activity exclusively with or for professional clients.

For the purposes of completing the RMAR in relation to the activity of advising on P2P agreements only, ‘retail investments’ and ‘retail investment products’ should be understood as including P2P agreements, and references to retail investment advising and retail investment activity should be understood as including advice on P2P agreements.

The practical effect of the retail client limitation in the definition of retail investment firms is to exclude from the requirements firms that carry on retail investment activities exclusively with or for professional clients or eligible counterparties.

[Note: all long-term care insurance contracts are defined as life policies, and as such are included as retail investment products]

7. [deleted]
8. [deleted]
EEA firms

9. In accordance with the relevant directives, incoming EEA firms are not subject to all reporting requirements. In broad terms, this means that incoming EEA firms carrying on regulated activities by way of cross border services only are not required to complete the RMAR.

10. In broad terms, incoming EEA firms carrying on regulated activities through a branch in the United Kingdom are not required to complete the sections of the RMAR in the following table.

<table>
<thead>
<tr>
<th>Prudential reporting requirements</th>
<th>Section A (balance sheet)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Section B (profit &amp; loss)</td>
</tr>
<tr>
<td></td>
<td>Section C (client money)</td>
</tr>
<tr>
<td></td>
<td>Section D (capital requirements)</td>
</tr>
<tr>
<td>Threshold conditions</td>
<td>Section E (professional indemnity insurance)</td>
</tr>
<tr>
<td></td>
<td>Section F (save in relation to questions about approved persons)</td>
</tr>
<tr>
<td>Training and Competence</td>
<td>Section G</td>
</tr>
<tr>
<td>Adviser charges</td>
<td>Section K</td>
</tr>
</tbody>
</table>

11. Firms that only carry on reinsurance distribution are not required to complete sections C or K.

Authorised professional firms

12. Authorised professional firms (‘APFs’) that are subject to ■IPRU-INV 2.1.3R (for their investment activity) or ■MIPRU 4.1.10R (for insurance distribution activity or home finance mediation activity) are not required to complete sections A, B2 or D. APFs that are members of the Law Society of England and Wales, the Law Society of Scotland or the Law Society of Northern Ireland are also not required to complete section C (see below).

13. The application of the capital requirements to APFs is set out in ■IPRU-INV 2.1.2R (for retail investment activity) and ■MIPRU 4.1.10R (for home finance mediation activity and insurance distribution activity).

14. Where APFs are required to submit financial information (i.e. sections A to E), they should do so in relation to all of their regulated activities. Sections F and K should also be completed in relation to all regulated activities. Other sections (G to I) need not include information in relation to non-mainstream regulated activities. However, APFs may complete all sections on the basis of all of their regulated activities if this approach is more cost effective.

Accounting principles

15. Subject to paragraph 15A below, which is in respect of section K only, the following principles should be adhered to by firms in the submission of financial information (sections A to E and section K).

(a) Unless a rule requires otherwise, amounts to be reported within the firm’s balance sheet and profit and loss account should be determined in accordance with:

   (i) the requirements of all relevant statutory provisions (e.g. Companies Act 2006, and secondary legislation made under this Act) as appropriate;
   (ii) UK generally accepted accounting practice (UK GAAP) or, where applicable, international accounting standards;
   (iii) the provisions of (c) and (d) below.

(b) If the firm is a body corporate with one or more subsidiaries, its financial statements should be unconsolidated.

(c) With the exception of section J, and sections K from 31 December 2012, all amounts should be shown in one of the reporting currencies accepted by the GABRIEL system, unless otherwise specified in the Handbook (e.g. in ■MIPRU 3.2.7R). Section J, and sections K from 31 December 2012, must be completed in pounds sterling.
(ii) A firm should translate assets and liabilities denominated in other currencies into the chosen reporting currency using the closing mid-market rate of exchange.

(iii) Taxation, when reported at a quarter or half year end, should be based on an estimate of the likely effective tax rate for the year applied to the interim.

(iv) Balances on client bank accounts and related client accounts must not form part of the firm’s own balance sheet.

(d) No netting is permitted (that is, amounts in respect of items representing assets or income may not be offset against amounts in respect of items representing liabilities or expenditure, as the case may be, or vice versa).

15A. For the completion of section K, all figures should be provided on an accruals basis in line with UK Generally Accepted Accounting Practice (UK GAAP) or International Accounting Standards (IAS), unless a firm elects to complete section K on a cash basis. A firm may elect to complete section K, and only section K, on a cash basis by selecting this as the accounting basis for section K on GABRIEL.

Other

16. You will note that some questions in the RMAR refer to the “last reporting date”. If the RMAR is being completed for the first time, you should treat the date the firm became authorised to carry on any of the relevant regulated activities as the “last reporting date”, except where otherwise indicated (e.g. in sections E & H).

Where questions in the RMAR refer to “as at the end of the reporting period”, you should treat the last day of the reporting period specified on GABRIEL as “as at the end of the reporting period”.

17. Unless otherwise indicated, the information submitted should cover all of the firm’s transactions in the relevant products, and all of its customers and market counterparties (where relevant).

NOTES FOR COMPLETION OF THE RMAR

Section A: Balance sheet

The balance sheet data should be compiled in accordance with generally accepted accounting practice. Incorporated firms will already be submitting this information to Companies House under Companies Act requirements, and it would normally be expected that non-incorporated firms would compile this data for management purposes.

Insurance intermediaries subject to MIPRU should, where debtors include amounts owed by their directors, group undertakings or undertakings in which the firm has a participating interest, enter the total amount falling due to the firm within one year in the data entry field entitled:

“Memo (1):
Total amount falling due within one year from directors, fellow group undertakings or undertakings in which the firm has a participating interest where included in Debtors.”

Insurance intermediaries subject to MIPRU should, where they include shares in group undertakings as part of their investments, where such investments are held as current assets, enter the total value to the firm in the data entry field entitled:

“Memo (2):
Value of shares in group undertakings where such investments are held as current assets.”

If further assistance is required in completing the balance sheet, professional guidance should be sought. This information will be used by the FCA to monitor the firm’s financial position and satisfy itself as to the firm’s ongoing solvency. Aggregated data may also be used to inform our supervision activities.

The frequency of reporting for this section is determined by □ SUP 16.12.
Firms that have appointed representatives (‘ARs’) should note that balance sheet data should be submitted for the firm only, not its ARs.

**Section B: Profit & loss account**

Profit & loss (‘P&L’) should be reported on a cumulative basis throughout the firm’s financial year.

**B1 – regulated business revenue:** covers the data required on the firm’s revenue from its regulated activities within the scope of the RMAR.

**B2 – other P&L:** incorporates the remainder of the profit & loss data requirements.

Firms that receive combined income in relation to both regulated and non-regulated activities may have difficulties in separately identifying their regulated income from their non-regulated income. If this is the case, firms should, (a) in the first instance, ask the provider of the income for an indication of the regulated/non-regulated split; and (b) if this is not available, make an estimate of the income derived from each activity.

In sub-section B1, a firm that has appointed representatives (‘ARs’), including a network, should ensure that the figures submitted for income are calculated before deducting any commissions shared with its ARs in respect of the regulated activities for which the firm has accepted responsibility as principal.

**[Note: Home purchase, reversion and regulated sale and rent back activity should be included under the existing mortgage headings in this section of the RMAR]**

Guide for completion of individual fields

<table>
<thead>
<tr>
<th>Commissions (gross)</th>
<th>This should include all commission income in respect of the relevant regulated business:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• for home finance transactions, this includes commissions received for advising on home finance transactions and arranging, but not, providing and administration;</td>
</tr>
<tr>
<td></td>
<td>• for non-investment insurance contracts, it should include commissions received for advising, arranging and dealing activities;</td>
</tr>
<tr>
<td></td>
<td>• for retail investments, only commission received in relation to the relevant activities should be recorded here.</td>
</tr>
<tr>
<td></td>
<td>Gross commissions will include commission that is received and passed on to another person.</td>
</tr>
<tr>
<td>Commissions (net)</td>
<td>This should be the amount of the gross commission figure that is retained by the firm and, where applicable, its appointed representatives, (i.e. not passed on to another person) in respect of each type of business.</td>
</tr>
<tr>
<td>Fees/ Adviser charges / Consultancy charges</td>
<td>You should record here adviser charges and consultancy charges, and net income received from customers or other sources on a fixed fee rather than commission basis, but only in respect of the relevant regulated activities.</td>
</tr>
<tr>
<td>Other income from regulated activities</td>
<td>You should record here any income that has derived from the relevant regulated activities during the reporting period, which has not been recorded under commissions or fees, adviser charges or consultancy charges.</td>
</tr>
<tr>
<td></td>
<td>Such income may include interest on client money, where the firm is permitted to retain this, or payments made by product providers on a basis other than fees or commissions.</td>
</tr>
</tbody>
</table>
Regulated business revenue

This is the total of the firm’s income during the reporting period in relation to its relevant regulated activities.

For an insurance intermediary or a home finance intermediary, this should be calculated in the same way as ‘annual income’, as specified in MIPRU 4.3.3R (although in this context the period is not generally annual).

This rule states: “For a firm which carries on insurance distribution activity or home finance mediation activity, annual income... is the amount of all brokerage, fees, commissions and other related income (for example, administration charges, overrides, profit shares) due to the firm in respect of or in relation to those activities”.

Income from other regulated activities

You should record here any income from other regulated activities outside the scope of the RMAR.

Other revenue (income from non-regulated activities)

You should record here any income from other regulated activities outside the scope of the RMAR.

Section C Client money and assets

‘Client money’ is defined in the Glossary. In broad terms, client money includes money that belongs to a client, and is held by a firm in the course of carrying on regulated activities, for which the firm has responsibility for its protection. It does not include deposits (where the firm acts as deposit-taker).

The client money rules define further what is and is not client money, and set out requirements on firms for the proper handling of and accounting for client money. If a firm holding client money fails there is a greater direct risk to consumers and a greater adverse impact on market confidence compared (for example) to a firm that only holds money under risk transfer arrangements.

Note 1: a firm should complete section C of the RMAR for the money it receives or holds in the course of, or in connection with, its insurance distribution activity (see ■ CASS 5).

Note 2: [deleted]

Note 3: a firm that receives or holds money for its MiFID business or designated investment business that is not MiFID business and holds money to which ■ CASS 5 applies, may make an election under ■ CASS 7.10.3R(1) or (2) to comply with ■ CASS 7 for money it receives in the course of, or in connection with, its insurance distribution activities. Where a firm has made such an election, it should not complete section C of the RMAR, except to confirm that it holds money in connection with insurance distribution activities and has elected to comply with ■ CASS 7.

Note 4: a firm (e.g., a property management firm) that complies with the Royal Institute of Chartered Surveyors (RICS) Members’ Accounts rules or, in relation to a service charge, the requirement to segregate such money in accordance with section 42 of the Landlord and Tenant Act (LTA) 1987 is deemed to comply with ■ CASS 5.3 to ■ CASS 5.6, provided that it satisfies the requirements of ■ CASS 5.5.49R to the extent that the firm will hold money as trustee or otherwise on behalf of its clients. Such a firm should only complete the questions in section C of the RMAR indicated in the guide for completion of individual fields below.

Note 5: an authorised professional firm regulated by The Law Society (of England and Wales), The Law Society of Scotland or The Law Society of Northern Ireland must comply with the rules of its designated professional body as specified in ■ CASS 5.1.4R, and if it does so, it will be deemed to comply with ■ CASS 5.2 to ■ CASS 5.6. These firms are not therefore required to complete section C of the RMAR.

Note 6: this data item does not apply to firms who only carry on home finance mediation activities exclusively in relation to second charge regulated mortgage contracts or legacy CCA mortgage contracts.
(or both) and who are not otherwise expected to complete it by virtue of carrying out other regulated activities: see SUP 16.12.28AR, Note 3.

**Note 7:** firms should complete all applicable fields.

**Guide for completion of individual fields**

<table>
<thead>
<tr>
<th>Question</th>
<th>Guidance notes</th>
</tr>
</thead>
</table>
| Does your *firm* receive or hold *money* in the course of, or in connection with, its *insurance distribution activity*? | *Firms* should answer ‘yes’ here if they hold *money* such that CASS 5.1 to CASS 5.6 applies (see CASS 5.1.1R). *Firms* to which note 4 applies should also answer ‘yes’..

See note 3.                                                                                                                                                                                                 |
| Has your *firm* elected under CASS 7.10.3R(1) or (2) to comply with CASS 7?  | You should answer ‘yes’ or ‘no’ under each of the headings, as appropriate.                                                                                                                                   |
| How does your *firm* hold *money* received in the course of, or in connection with, its *insurance distribution activity*? | *CASS 5 Client money:*  

see CASS 5.1  

As agent of insurer:  

see CASS 5.1.5R and CASS 5.2 – holding money as agent of insurance undertaking under a written risk transfer agreement and not as client money.  

*Firms* to which note 4 applies should select ‘no’ under each heading, unless they hold *money* when acting both in the capacity of an insurance broker and of a property management company.  

A *firm* may answer ‘yes’ under both headings.                                                                                                                                                                                                 |

| Is your *firm’s CASS 5 client money* held under the CASS 5.3 statutory trust or under one or more CASS 5.4 non-statutory trusts? | You should indicate here the type of trust under which client money is held:  

Statutory trust – see CASS 5.3  

Non-statutory trust – see CASS 5.4  

A *firm* may answer ‘yes’ under both headings.                                                                                                                                                                                                 |
| If non-statutory, has an auditor’s confirmation of systems and controls been obtained? | This refers to the requirement in CASS 5.4.4R(2) that the *firm* must obtain and keep current, written confirmation from its auditor that the *firm* has adequate systems and controls in place to meet the requirements under CASS 5.4.4R(1).  

This requirement is separate to the annual audit requirement in SUP 3.10.                                                                                                                                                                                                 |

| Is *client money* invested or placed in anything other than a *client bank account*? | You should indicate ‘yes’ here if the *firm* has invested any client money other than in a client bank account.  

See CASS 5.5.14R which states that a *firm* may satisfy the requirement to segregate client money by segregating or arranging for the segregation of designated investments with a value at least equivalent to such money as would otherwise be segregated.  

This means of segregation is only permitted for client money held under a non-statutory trust.                                                                                                                                                                                                 |
| Highest *client money* requirement (for money) | See CASS 5.5.63R and CASS 5.5.66R to CASS 5.5.67R |
### Question Guidance notes

<table>
<thead>
<tr>
<th>Question</th>
<th>Guidance notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>held as client money, taken from the firm’s client money calculations)</td>
<td>A firm should enter the highest client money requirement calculated during the period. This would be taken from the firm’s client money calculations performed during the period. Only the single highest client money requirement figure should be entered, not the aggregate of the client money requirements calculated during the period.</td>
</tr>
<tr>
<td>Highest account balance (for money held as client money, taken from the firm’s records)</td>
<td>This refers to money held as CASS 5 client money under a statutory trust or non-statutory trust(s). The amount should be taken from the firm’s own records and should include client money held as agent of insurer which is co-mingled with other client money in a client money account (see CASS 5.1.5AR).</td>
</tr>
<tr>
<td></td>
<td>If your firm segregates designated investments under a non-statutory trust (see CASS 5.5.14R), you should also include the value of these investments.</td>
</tr>
<tr>
<td></td>
<td>If your firm operates both statutory and non-statutory trust accounts, you should enter two balances: one for the highest balance in statutory trust accounts and one for the highest balance in non-statutory trust accounts.</td>
</tr>
<tr>
<td>Highest account balance for money held purely as agent of insurer (and not co-mingled with client money)</td>
<td>This refers to money held purely as agent of insurer under risk transfer agreements (see CASS 5.2) and held separate to any CASS 5 client money. The amount should be taken from the firm’s own records.</td>
</tr>
<tr>
<td></td>
<td>If money held as agent of insurer is co-mingled with CASS 5 client money in a client bank account (see CASS 5.1.5AR), it should be reported in the previous field and therefore should not be reported in this field.</td>
</tr>
<tr>
<td></td>
<td>The data reported in questions 20 to 23 should be taken from the firm’s client money calculation performed closest, and prior, to the end of the reporting period.</td>
</tr>
<tr>
<td>Client money requirement as at end of the reporting period</td>
<td>See CASS 5.5.63R and CASS 5.5.66R to CASS 5.5.68R</td>
</tr>
<tr>
<td>Client money resource as at end of the reporting period</td>
<td>See CASS 5.5.63R and CASS 5.5.65R</td>
</tr>
<tr>
<td>Surplus (+) or deficit (-) of client money resource against client money requirement</td>
<td>See CASS 5.5.63R This should be the difference between the client money requirement and the client money resource.</td>
</tr>
<tr>
<td>Adjustments made to withdraw an excess or rectify a deficit</td>
<td>See CASS 5.5.63R This should be the amount of money paid into or withdrawn from the client bank account following the client money calculation performed closest, and prior, to the end of the reporting period.</td>
</tr>
<tr>
<td>Is your firm exempt from the client asset audit requirement?</td>
<td>See SUP 3.1.2R note 4</td>
</tr>
<tr>
<td></td>
<td>If the firm does not hold client money or other client assets in relation to insurance intermedi</td>
</tr>
</tbody>
</table>
### Question | Guidance notes
--- | ---
If not exempt, have you obtained a client assets audit in the last 12 months? | *Firms* to which note 4 applies should answer this question. See SUP 3.1 to SUP 3.7 and SUP 3.11. If the *firm* has obtained a client assets audit in the last 12 months enter ‘yes’. If it has not, enter ‘no’.
What is the name of your *firm’s* client assets auditor? | Enter the name of the *firm’s* auditor as it appears on the Financial Reporting Council’s register of statutory auditors.
According to your last client assets audit report, what was the auditor’s opinion on your *firm’s* compliance with the *client money rules* as at the period end date? | This refers to the opinion at the end of the audit period. The *firm* should select from ‘clean’, ‘qualified’ or ‘adverse’, as appropriate.
Have any notifiable *client money* issues been raised, either in the *firm’s* last client assets audit report or elsewhere, that have not been notified to the FCA since the last reporting period for this return? | Answer yes if the *firm* has not, since the last reporting period for this return, notified the FCA of any breaches in relation to the following notification requirements:
- CASS 5.5.61R: failure of a bank, broker or settlement agent.
- CASS 5.5.76R: failure to perform calculations or reconciliation.
- CASS 5.5.77R: failure to make good a *shortfall* by the close of business on the day the calculation is performed.
Does your *firm* hold any client documents or other assets (other than *client money*) in accordance with CASS 5.8? | If the *firm* is subject to the requirements of CASS 5.8, state ‘yes’ here.

**Section D Regulatory Capital**

*[Note: Home purchase, reversion and regulated sale and rent back activity should be included under the heading of home finance in this section of the RMAR]*

‘Higher of’ requirements

In this section there are separate calculations of regulatory capital and capital resources requirements for the different types of business covered by the data requirements. The calculations are the same, however, for both *home finance mediation activity* and *insurance distribution activity* relating to non-investment insurance contracts.
(i) The left column of the form covers the appropriate capital resources and connected requirements in MIPRU 4 for firms carrying on home finance mediation activity (save for firms carrying on home finance mediation activities exclusively in relation to second charge regulated mortgage contracts or legacy CCA mortgage contracts, or both) or insurance distribution activity relating to non-investment insurance contracts (the requirements have to be completed for all applicable categories), or both.

(ii) For such a firm that is also subject to IFPRU or GENPRU and BIPRU, the requirement is the higher of the two capital resources requirements that apply (see MIPRU 4.2.5R) and is compared with the higher of the two capital resources calculations (see MIPRU 4.4.1R).

(iii) For such a firm that is also subject to IPRU(INV), the requirement is as computed in IPRU-INV 13.13.3R and is compared with the higher of the two capital resources calculations (see MIPRU 4.4.1R).

(iv) Firms that carry on designated investment business and are subject to the RMAR, but do not meet the definition of personal investment firm are not subject to the requirements of IPRU-INV 13. Such firms, e.g., stockbrokers that advise on retail investments as an incidental part of their business, remain subject to the financial resources requirements associated with their principal regulated activities.

Guide for completion of individual fields

Is the firm exempt from these capital resources requirements in relation to any of its retail or distribution mediation activities? The firm should indicate here if any Handbook exemptions apply in relation to the capital resources requirements in MIPRU or IPRU-INV 13. Examples of firms that may be subject to exemptions include:

- Lloyd’s managing agents (MIPRU 4.1.11R);
- solo consolidated subsidiaries of banks or building societies;
- small credit unions (as defined in MIPRU 4.1.8R); and
- investment firms not subject to IPRU-INV 13 (unless they additionally carry on home finance mediation activity or insurance distribution activity relating to non-investment insurance contracts).

Home finance mediation and non-investment insurance distribution

Base requirement The minimum capital requirements for firms carrying on home finance mediation activity and for insurance distribution activity relating to non-investment insurance contracts are set out in MIPRU 4.2.11R.

5% of annual income (firms holding client money) For firms that hold client money or other client assets in relation to insurance distribution activity or home finance mediation activity, this should be calculated as 5% of the annual income (see MIPRU 4.2.11R(2)) from the firm’s insurance distribution activity, home finance mediation activity, or both.

2.5% of annual income (firms not holding client money) For firms that do not hold client money or other client assets in relation to insurance distribution activity or home finance mediation activity, this should be calculated as 2.5% of the annual income (see MIPRU 4.2.11R(1)) from the firm’s insurance distribution activity, home finance mediation activity, or both.
### Capital requirements (higher of above)

The higher of the base requirement and 5% of annual income \( (\text{firms that hold client money or other client assets}) \), or the higher of the base requirement and 2.5% of annual income \( (\text{firms that do not hold client money or other client assets}) \)

### Other FCA capital resources requirements (if applicable)

The FCA may from time to time impose additional requirements on individual \( \text{firms} \). If this is the case for your \( \text{firm} \), you should enter the relevant amount here. This excludes capital resources requirements in relation to PII, which are recorded below.

If the \( \text{firm} \) carries on designated investment business as well as home finance mediation activity, insurance distribution activity or both, requirements under IPRU(INV), IFPRU, GENPRU or BIPRU and MIPRU must be considered to determine the appropriate requirement (see general notes (i) to (iii) above). If the resulting requirement for a firm is higher than the base MIPRU requirement then you should include the difference here.

### Additional capital resources requirements for PII (if applicable)

If the \( \text{firm} \) has any increased excesses on its PII policies, the total of the additional capital requirements required by the table in MIPRU 3.2.14R should be recorded here. See also section E of the RMAR.

### Total capital resources requirement

Totals of lines 5, 6 and 7

### Capital resources

This should be the capital resources calculated in accordance with MIPRU 4 for incorporated or unincorporated \( \text{firms} \) as applicable.

For \( \text{firms} \) that are additionally subject to IPRU(INV), IFPRU, GENPRU or CREDs, this should be the higher of the capital resources per MIPRU 4 and the financial resources determined by IPRU(INV), IFPRU, GENPRU or CREDs. See MIPRU 4.4.1R.

### Capital resources excess/deficit

This should show the difference between the capital resources that the \( \text{firm} \) has and its capital resources requirement.

### Personal investment firm (retail investment activities only) – IPRU(INV) 13

Note: \( \text{Firms} \) that carry on retail investment activities, but no other designated investment business, are subject to this section.

#### Category of personal investment firm

If the \( \text{firm} \) is subject to IPRU(INV) 13, it should enter here its category as defined in the Glossary, i.e., category B1 firm etc.

#### Capital resources requirement

The capital resources requirement should be calculated in accordance with IPRU(INV) 13.13.2R to IPRU(INV) 13.13.4G.

#### Additional capital resources requirement for PII (if applicable)

If the \( \text{firm} \) has increased excesses or exclusions on its PII policies, the total of the additional capital resources requirements required by IPRU(INV) 13.1 should be recorded here. See also Section E of the RMAR.

#### Other FCA capital resources requirements (if applicable)

The FCA may from time to time impose additional requirements on individual \( \text{firms} \). If this is the case for your \( \text{firm} \), you should enter the relevant amount here. This excludes capital resources
### SUP 16: Reporting requirements

**Annex 18B**

**requirements in relation to PI, which are recorded above.**

A *firm* that has a permission to operate a personal pension will be subject to an additional capital requirement under **IPRU-INV 5**; this should be included here.

**Total capital resources requirement**
The total of lines 12, 13 and 14.

**Capital resources**
Capital resources should be calculated in accordance with **IPRU-INV 13.15.3R**.

**Surplus/deficit of capital resources**
This is the difference between the capital resources (line 16) and the total capital resources requirement (line 15).

### Capital resources per MIPRU 4 (home finance mediation activity and non-investment insurance distribution activity)

#### Incorporated firms

- **Share capital**
  Share capital in section A which is eligible for inclusion as regulatory capital.

- **Reserves**
  These are the audited accumulated profits retained by the *firm* (after deduction of tax and dividends) and other reserves created by appropriations of share premiums and similar realised appropriations. Reserves also include gifts of capital, for example, from a *parent undertaking*.

- **Interim net profits**
  Interim net profits should be verified by the *firm’s* external auditor, net of tax or anticipated dividends and other appropriations.

- **Revaluation reserves**
  Revaluation reserves (unrealised reserves arising from revaluation of fixed assets) can only be included here if audited.

- **Eligible subordinated loans**
  Subordinated loans should be included in capital resources on the basis of the provisions in **MIPRU 4.4.7R** and **MIPRU 4.4.8R**.

- **Less investments in own shares**
  Amounts recorded in the balance sheet as investments which are invested in the *firm’s* own shares should be entered here for deduction.

- **Less intangible assets**
  Any amounts recorded as intangible assets in section A above should be entered here for deduction.

#### Unincorporated firms and limited liability partnerships

- **Capital of a sole trader or partnership or LLP members’ capital**
  See **MIPRU 4.4.2R**

- **Eligible subordinated loans**
  Subordinated loans should be included in capital resources on the basis of the provisions in **MIPRU 4.4.7R** and **MIPRU 4.4.8R**.
Personal assets not needed to meet non-business liabilities

MIPRU 4.4.5R and 4.4.6G allow a sole trader or partner to use personal assets to cover liabilities incurred in the firm’s business unless:

1. those assets are needed to meet other liabilities arising from:
   a. personal activities; or
   b. another business activity not regulated by the FCA; or
2. the firm holds client money or other client assets.

This field may be left blank if the firm satisfies the capital resources requirements without relying on personal assets.

Less intangible assets

Any amounts recorded as intangible assets in Section A above should be entered here for deduction.

Less interim net losses

Interim net losses should be reported where they have not already been incorporated. The figures do not have to be audited to be included.

Less excess of drawings over profits for a sole trader or partnership or LLP

Any excess of drawings over profits should be calculated in relation to the period following the date as at which the capital resources are being calculated. The figures do not have to be audited to be included.

Capital resources per IPRU(INV) 13.15.3R

IPRU(INV) requires that all personal investment firms have financial resources of at least £20,000 at all times. This section is designed to evaluate firms’ adherence to this requirement.

The amounts entered here should be in accordance with IPRU-IN 13.15.3R.

Section E Professional indemnity insurance

[Note: Home purchase, reversion and sale and rent back activity should be included under the existing mortgage headings in this section of the RMAR]

This section requires firms to confirm that they are in compliance with the prudential requirements in relation to professional indemnity insurance (PII).

Data is required in relation to all PII policies that a firm has in place, up to a limit of ten (the system will prompt you to submit data on all applicable policies). If a firm has more than ten policies, it should report only on the ten largest policies by premium.

Note on the scope of Section E: retail investment firms that fall within the scope of these data requirements, but do not meet the definition of personal investment firm, i.e. are not subject to IPRU-INV 13, will not be subject to this section.

The PII requirements for authorised professional firms (‘APFs’) that carry on retail investment activities are set out in IPRU-INV 2.3. APFs that carry on home finance mediation activity or insurance distribution activity are subject to the full requirements of MIPRU 3.

Firms which are subject to the requirements in both IPRU(INV) and MIPRU must apply the PII rules outlined in IPRU-INV 13, not MIPRU 3.

Guide for completion of individual fields

Part 1

Does your firm hold a comparable guarantee or This question will establish whether a firm is ex-
equivalent cover in lieu of PII, or is it otherwise exempt from holding PII in respect of any regulated activities (tick as appropriate)?

empt from the requirements and so is not required to hold PII.

The conditions for comparable guarantees and exemptions from the PII requirements for firms carrying on insurance distribution or home finance mediation are set out in MIPRU 3.1.1R paragraphs (3) to (6).

Personal investment firms can only be exempted by individual waiver granted by the FCA (unless IPRU-INV 13.1.7R applies in respect of comparable guarantees).

If the firm is required to hold PII – i.e. is not exempt from holding PII – you should enter ‘no’ in the data field.

A firm is NOT exempt from holding PII if:

- the firm has a group policy with an insurer; or
- the firm has permission for the regulated business that requires PII, but does not currently carry it out; or
- it is a personal investment firm meeting the exemption requirements for mortgage intermediaries and insurance intermediaries in MIPRU 3.

Retail investment firms that do not meet the definition of personal investment firm are not required to complete this section of the RMAR.

Firms are required to take out and maintain PII at all times.

You should only enter ‘n/a’ if the firm is exempt from the PII requirements for all the regulated activities forming part of the RMAR.

This question will ensure that a firm does not fill in Part 2 of the PII section of the RMAR each time it reports, if the information only changes annually.

If the firm is reporting for the first time, you should enter ‘yes’ here and complete the data fields.

You should only enter ‘n/a’ if the firm is exempt from the PII requirements for all the regulated activities forming part of the RMAR.

Part 2

What activities are covered by the policy(ies)?

You should indicate which regulated activities are covered by the firm’s PII policy or policies.

Required terms of PII are set out for personal investment firms in IPRU-INV 13.1.5R and for home finance intermediaries and insurance intermediaries in MIPRU 3.2.4R.

Examples of a retroactive start date:

(1) A firm has a retroactive start date of 01/01/2005 on its policy if:
- A client is advised by the firm to purchase an XYZ policy on 01/03/2004 (i.e. before the retroactive start date).
• The client makes a formal complaint about the sale of XYZ policy to the firm on 01/04/2006 (i.e. while this PII cover is still in place).

• The complaint is upheld, but the firm’s current PII Insurer will not pay out any redress for this claim as the transaction took place before 01/01/2005, the retroactive start date in the policy.

Insert ‘01/01/05’ for this question on the RMAR.

(2) A firm does not have a retroactive start date if:

A client is advised by the firm to purchase an XYZ policy on 01/03/2006.

The client makes a formal complaint about the sale of XYZ policy to the firm on 01/04/2006 (i.e. while this PII cover is still in place).

The complaint is upheld, but the firm’s current PII Insurer will pay out any redress owed by the firm to the client over any prescribed excess, and to the limit of indemnity provided for. There is no date in the policy before which any business transacted may not give rise to a valid claim.

Insert ‘n/a’ for this question on the RMAR.

Annual premium

This should be the annual premium that is paid by the firm, net of tax and any other add-ons.

Limit of indemnity

You should record here the indemnity limits on the firm’s PII policy or policies, both in relation to single claims and in aggregate.

Those firms subject to the Mortgage Credit Directive (MCD) (see MIPRU 3.2.9AR) or the Insurance Distribution Directive (IDD) requirements should state their limit in Euros; those that are not subject to the MCD or IDD should select ‘Sterling’ from the drop-down list.

Insurers, see MIPRU 3.2.7R and select either ‘Euros’ or ‘Sterling’ as applicable.

Home finance intermediaries that are not MCD credit intermediaries should state their limit in Sterling (see MIPRU 3.2.9R).

For personal investment firms, see IPRU-INV 13.1.9R and 13.1.13R and select either ‘Euros’ or ‘Sterling’ as applicable.

If the firm is subject to more than one of the above limits (because of the scope of its regulated activities) and has one PII policy for all of its regulated activities, the different limits should be reflected in the policy documentation. If there is more than one limit, only the highest needs to be recorded in this field.

Policy excess

For insurance intermediaries and home finance intermediaries, see MIPRU 3.2.10-14R

For personal investment firms, see IPRU-INV 13.1.25R.

Increased excess(es) for specific business types (only in relation to business you have under-
<table>
<thead>
<tr>
<th><strong>taken in the past or will undertake during the period covered by the policy</strong></th>
<th>to which the increased excess applies and the amount(s) of the increased excess should be stated here. (Some typical business types include pensions, endowments, FCAVCs, splits/zeroes, precipice bonds, income drawdown, <em>lifetime mortgages</em>, discretionary management.)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Policy exclusion(s) (only in relation to exclusions you have had in the or will have during the period covered by the policy)</strong></td>
<td>If there are any exclusions in the <em>firm's</em> PII policy which relate to any types of businesses or activities that the <em>firm</em> has carried out either in the past or during the lifetime of the policy, enter the business type(s) to which the exclusions relate here. (Some typical business types include pensions, endowments, FCAVCs, splits/zeroes, precipice bonds, income drawdown, <em>lifetime mortgages</em>, discretionary management.)</td>
</tr>
<tr>
<td><strong>Start Date</strong></td>
<td>The date the current cover began.</td>
</tr>
<tr>
<td><strong>End Date</strong></td>
<td>The date the current cover expires.</td>
</tr>
<tr>
<td><strong>Insurer name (please select from the drop-down list)</strong></td>
<td>The <em>firm</em> should select the name of the <em>insurance undertaking</em> or Lloyd’s syndicate providing cover. If the PII provider is not listed you should select ‘other’ and enter the name of the <em>insurance undertaking</em> or Lloyd’s syndicate providing cover in the free-text box. If a policy is underwritten by more than one <em>insurance undertaking</em> or Lloyd’s syndicate, you should select ‘multiple’ and state the names of all the <em>insurance undertakings</em> or Lloyd’s syndicates in the free-text box.</td>
</tr>
<tr>
<td><strong>Annual income as stated on the most recent proposal form</strong></td>
<td>This should be the income as stated on the <em>firm’s</em> most recent PII proposal form. For a personal investment <em>firm</em>, this is relevant income arising from all of the <em>firm’s</em> activities for the last accounting year before the policy began or was renewed (IPRU-INV 13.1.8R). For insurance intermediaries and home finance intermediaries this is the annual income given in the <em>firm’s</em> most recent annual financial statement from the relevant regulated activity or activities (MIPRU 4.3.1R to MIPRU 4.3.3R).</td>
</tr>
<tr>
<td><strong>Amount of additional capital required for increased excess(es) (where applicable, total amount for all PII policies)</strong></td>
<td>This should be calculated using the tables in IPRU-INV 13.1.19R or MIPRU 3.2.14R as applicable. The total of additional capital (i.e. in relation to all of the <em>firm’s</em> PII policies) should have been reported under ‘additional capital requirements for PII’ and/or ‘additional own funds for PII’ in Section D.</td>
</tr>
<tr>
<td><strong>Amount of additional own funds required for policy exclusion(s)</strong></td>
<td><em>Personal investment firms</em> only – this should be calculated in line with IPRU-INV 13.1.23R. The total of additional capital resources (i.e. in relation to all of the <em>firm’s</em> PII policies) should have been reported under ‘additional capital requirements for PII’ and/or ‘additional capital resources for PII’ in section D.</td>
</tr>
</tbody>
</table>
| **Total of additional own funds required** | *Personal investment firms* only – this is the same figure as in section D, representing the total of additional capital resources required under IPRU
Section F Threshold conditions

Close links

This section relates to threshold condition 3. Firms should consult ■ COND 2.3, as well as Chapter 11 of the Supervision Manual (‘SUP’).

Sole traders, firms which have permission to carry on retail investment activities only, firms with permission only to advise on P2P agreements (unless that activity is carried on exclusively with or for professional clients) or firms which have permission to carry on only one, or only both of:

(a) insurance distribution activity; or

(b) home finance activity;

and are not subject to the requirements of ■ SUP 16.4 or ■ SUP 16.5 (requirement to submit annual controllers report; or annual close links reports), will submit these reports in RMAR section F instead.

Controllers

In very broad terms, so far as those required to fill in this part of the return are concerned, the Handbook requires notification of changes in a firm’s controllers as follows.

A UK domestic firm other than a UK insurance intermediary must notify the FCA of any of the following events concerning the firm:

(1) a person acquiring control or ceasing to have control;

(2) an existing controller acquiring an additional kind of control or ceasing to have a kind of control;

(3) an existing controller increasing or decreasing a kind of control which he already has so that the percentage of shares or voting power concerned becomes or ceases to be equal to or greater than 20%, 30% or 50%;

(4) an existing controller becoming or ceasing to be a parent undertaking.

An overseas firm must notify the FCA of any of the following events concerning the firm:

(1) a person acquiring control or ceasing to have control;

(2) an existing controller becoming or ceasing to be a parent undertaking.

A UK insurance intermediary must notify the FCA of any of the following events concerning the firm:

(1) a person acquiring control;

(2) a controller:

(a) decreasing the percentage of shares held in the firm from 20% or more to less than 20%; or

(b) decreasing the percentage of shares held in a parent undertaking of the firm from 20% or more to less than 20%; or

(c) decreasing the percentage of voting power which it is entitled to exercise, or control the exercise of, in the firm from 20% or more to less than 20%; or

(d) decreasing the percentage of voting power which it is entitled to exercise, or control the exercise of, in a parent undertaking of the firm from 20% or more to less than 20%;
(3) an existing controller becoming or ceasing to be a parent undertaking.

A summary of these notification requirements is provided in Annex 1G of SUP 11.

This section of the return replaces the annual controllers reporting requirement in SUP 16.4.5R, which does not now apply to those firms subject only to the RMAR for the purposes of regulatory reporting. Moreover, the exemptions for certain other firms from the existing reporting requirement in SUP 16.4.1G are retained.

Guide for completion of individual fields

**Close links**

Has there been a notifiable change to the firm's close links?

See SUP 11.9. All firms should have notified the FCA immediately if they have become aware that they have become or ceased to be closely linked with another person. If there have been any changes in close links that have not been notified to the FCA, you should do this now. For detailed guidance on what constitutes a close link, see COND 2.3.

If yes, has the FCA been notified of it?

See SUP 11.9. All firms should have notified the FCA immediately if they have become aware that they have become or ceased to be closely linked with another person. If there have been any changes in close links that have not been notified to the FCA, you should do this now. For detailed guidance on what constitutes a close link, see COND 2.3.

**Controllers**

Has there been a notifiable change to the firm's controllers including changes to the percentage of shares or voting power they hold in your firm?

See SUP 11.4. If there have been any changes in controllers that have not been notified to the FCA, you should do this by means of your usual supervisory channels.

If yes, has the FCA been notified of it?

See SUP 11.4. If there have been any changes in controllers that have not been notified to the FCA, you should do this by means of your usual supervisory channels.

**Section G Training and competence**

[Note: Home purchase, reversion and regulated sale and rent back activity should be included under the ‘advising on mortgages’ heading in this section of the RMAR]

Principle 3 of the Principles for Businesses requires firms to take reasonable care to organise and control their affairs responsibly and effectively, with adequate risk management systems. This includes making proper arrangements for individuals associated with a regulated activity carried on by a firm to achieve and maintain competence.

We will use the data we collect in this section to assess the nature of firms’ compliance with training and competence requirements. It will also establish the extent and nature of firms’ business, and thereby assess the potential risks posed by firms’ business activities.

Firms that have appointed representatives (‘ARs’) should note that the information submitted in this section should include its ARs as well as the firm itself.

**Section G: guide for completion of individual fields**

**General information**

17 Did the firm do any of the following activities during the reporting period?

Indicate whether the firm undertook any of the stated activities by selecting “Y” or “N” for each of the columns.
### 1 Total number of employees at the firm as at the end of the reporting period

This should be the total number of employees that worked for the firm as at the end of the reporting period.

Therefore, employees that may have worked for the firm during the period but were not employed as at the end date should **not** be included.

**Of which:**

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<tbody>
<tr>
<td>2</td>
<td>Number of employees that give advice in each area</td>
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</tbody>
</table>

‘Advice’ is given where the sale of a product is based on a recommendation given to the customer on the merits of a particular product.

If employees advise in relation to more than one business type advising on mortgages, advising on non-investment insurance, advising on **retail investment products** or advising on second (and subsequent) charge mortgages, they should be counted in each applicable field.

Note: in relation to advising on non-investment insurance, this total should not include employees that do **not** advise retail customers.

Each area should be considered to refer to the four business types in the form.

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<tbody>
<tr>
<td>26</td>
<td>Number of individual advisers employed by the firm</td>
</tr>
</tbody>
</table>

The total should be the actual number of individual advisers employed by the firm, regardless of whether they advise in one or more areas.

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<tr>
<td>3</td>
<td>Number of employees that give advice (FTE)</td>
</tr>
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</table>

This should be the same data as above, but expressed in ‘full time equivalent’ terms.

E.g. if the firm has 20 part time employees that work 50% of normal hours, the figure would be 10.

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<tbody>
<tr>
<td>4</td>
<td>Number of employees that supervise others to give advice in each area</td>
</tr>
</tbody>
</table>

Note the requirements in the Training & Competence Sourcebook (TC 2.1.2R, TC 2.1.3G, TC 2.1.4G and TC 2.1.5R) for employees to be appropriately supervised, and also the competencies that are required for those who supervise others.

If any of these employees carries out supervisory activities in relation to more than one business type, they should be counted in each applicable field.

Each area should be considered to refer to the four business types in the form.

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<tbody>
<tr>
<td>27</td>
<td>Number of individual employees with supervisory responsibilities</td>
</tr>
</tbody>
</table>

The total should be the actual number of individual supervisors at the firm, regardless of whether they supervise in one or more areas.

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<tbody>
<tr>
<td>5</td>
<td>Number of advisers assessed as competent by the firm in each area</td>
</tr>
</tbody>
</table>

This is a subset of the ‘number of employees that give advice in each area’ above.

See TC Appendix 1.1R for the detailed training & competence requirements relating to individual activities.

If employees are competent in relation to more than one business type, they should be counted in each applicable field.

Each area should be considered to refer to the four business types in the form.

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<tbody>
<tr>
<td>30</td>
<td>Number of advisers assessed as competent in one or more areas</td>
</tr>
</tbody>
</table>

The total should be the actual number of individuals assessed by the firm as competent in one or more of the four business types specified in columns A-C and E.
### Number of fully qualified advisers

The total number of advisers holding appropriate qualifications to carry on activities 2, 3, 4, 6, 12 and 13 in TC Appendix 1.1.1 R (other than in relation to a Holloway sickness policy where the Holloway policy special application conditions are met).

### Number of advisers holding a valid Statement of Professional Standing (SPS)

The total number of retail investment advisers holding a valid SPS from an accredited body.

### Number of advisers that hold an appropriate qualification in each area

This is a subset of the ‘number of employees that give advice in each area’ above.

In the case of certain activities, TC 2 imposes requirements on firms in relation to their employees and passing examinations.

The relevant activities to which TC applies and require employees to obtain appropriate qualifications can be found in TC Appendix 1. Then appropriate qualifications for these activities can be found in TC Appendix 4E.

If advisers have appropriate qualifications in relation to more than one business type, they should be counted in each applicable field.

Each area should be considered to refer to the four business types in the form.

### Number of individual advisers holding at least one appropriate qualification

The total should be the actual number of individuals holding at least one appropriate qualification for advising on mortgages, acting as a retail investment adviser, or advising on second (and subsequent) charge mortgages.

### Number of employees that left the firm during the reporting period

The total should be the actual number of employees whose last day of employment fell within the reporting period.

### Number of advisers that left the firm during the reporting period

This is the total number of advisory employees whose last day of employment fell within the reporting period.

If any of these advisers used to carry out advisory activities in relation to more than one business type, they should be counted in each applicable field.

### Number of individual advisers that left the firm during the reporting period

The total should be the actual number of individual advisers whose last day of employment fell within the reporting period.

### Which types of non-investment insurance advice were provided by the firm in the reporting period?

For each type of advice, the firm should indicate whether or not advice has been provided on that basis / business type.

### Fair Analysis of the Market

If an insurance intermediary informs a customer that it gives (including a personal recommendation) advice on the basis of a fair analysis of the market, it must give that advice (including a personal recommendation) on the basis of an analysis of a sufficiently large number of contracts of insurance available on the market to enable it to make a recommendation, in accordance with professional criteria, regarding which contract of insurance would be adequate to meet the customer’s needs. (See ICOBS 5.3.3R, ICOBS 4.1.6R, ICOBS 4.1.7R and ICOBS 4.1.8G).
### Mortgages (and second and subsequent charge mortgages)

<table>
<thead>
<tr>
<th>21 and 22</th>
<th>Which types of mortgage advice were provided by the firm in the reporting period?</th>
<th>For each type of advice, the firm should indicate whether or not advice has been provided on that basis / business type.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>What types of second (and subsequent) charge mortgage advice were provided by the firm in the reporting period?</td>
<td>Firms should refer to MCOB 4.4A when answering these questions.</td>
</tr>
</tbody>
</table>

### Retail Investment Advice

<table>
<thead>
<tr>
<th>23</th>
<th>Which types of retail investment advice were provided by the firm in the reporting period?</th>
</tr>
</thead>
</table>

#### Restricted

A firm provides advice on products selected from a limited number of provider firms.

#### Restricted – Multi-tie

A firm provides advice on products selected from a limited number of provider firms.

#### Restricted – Single-tie

A firm provides advice on products selected from one provider firm only.

### Independent

For a retail investment firm to provide independent advice it must assess a sufficient range of relevant products available on the market which must (1) be sufficiently diverse with regard to their type and issuers or product providers, to ensure that the client’s investment objectives can be suitably met; and (2) not be limited to relevant products issued or provided by: (a) the firm itself or by entities having close links with the firm; or (b) other entities with which the firm has such close legal or economic relationships, including contractual relationships, as to present a risk of impairing the independent basis of the advice provided (COBS 6.2B.11R).

#### Restricted

A retail investment firm provides restricted advice if:

1. it makes personal recommendations to retail clients in relation to retail investment products which are not independent advice; or
2. it provides basic advice.

### Clawed back commission (retail investment firms only)

Commission is typically paid to advisers in two main ways:

1. **non-indemnity commission** – this is where payments from providers/lenders to advisers are non-refundable should the policy lapse, cancel or be surrendered.

2. **indemnity commission** – this is colloquially known as ‘up-front’ commission and describes the situation where a provider would pay an adviser an amount of money based on a percentage of the first year's premiums for a regular premium contract. This sum is paid immediately on commencement, on the assumption that the policy will stay in force for a number of months/years (‘the earnings period’). Should the customer stop paying premiums within the ‘earnings period’ (generally between 24 and 48 months), then the provider would ask the adviser to repay the ‘unearned' commission. This is known as ‘clawback’.

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**Clawed back commission (retail investment firms only)**
Clawed back commission by number: Number of policies where cancellations have led to commissions being clawed back during the reporting period.

Clawed back commission by value: Total value of clawed back commission during the period.

Sub heading: Professional standards data

Professional Standards Data

24 Please provide the following information for each of the retail investment advisers employed by the firm as at the end of the reporting period:

- Adviser ID
- Surname
- Forename

Individual Reference Number (IRN)
Please enter the adviser’s IRN if they have one.

If the adviser has an IRN, no further ID details are required and the firm should move on to complete the ‘adviser qualification’ questions.

NI Number, Date of Birth, Passport Number, Nationality
If an adviser does not have an IRN, the firm should enter both a National Insurance (NI) number and Date of Birth for unique identification or, if they do not have an NI number, Date of Birth, current Passport Number and Nationality. Nationality refers to the country issuing the passport from which the number is provided. For example, the nationality of a person in possession of a British passport issued by HM Passport Office is “British”.

This information should only be provided in the appropriate combinations; completing only NI number and Nationality, for instance, would not be acceptable.

Adviser Qualification

Part Qualified, Fully Qualified
For each retail investment adviser, the firm should indicate whether the adviser is part or fully qualified by selecting “Y” or “N” from the dropdown menu.

Accredited Body
The firm should, in respect of each competent retail investment adviser, indicate the accredited body from which the Statement of Professional Standing (SPS) was obtained. Where the retail investment adviser has attained each module of an appropriate qualification (fully qualified for reporting purposes), but has not yet been assessed as competent to carry on the activities of a retail investment adviser, then ‘No SPS’ should be selected from the dropdown menu.

Activity Start Date
For each retail investment adviser, other than those who have attained each module of an appropriate qualification, the firm should provide
the date at which the employee first began to carry on the activity of a retail investment adviser, even if this was for a different firm.

**SPS Start Date**

For each competent retail investment adviser, provide the date of issue for their current SPS. Where the retail investment adviser has attained each module of an appropriate qualification but has not yet been assessed competent to carry on the activities of a retail investment adviser, this field is not required.

### Section H Conduct of Business (‘COBS’) Data

In this section we are seeking data from firms in relation to general conduct of business and monitoring of appointed representatives.

We will use the data collected in this section to establish the extent and nature of firms’ business, and thereby assess the potential risks posed by firms’ business activities.

Firms that have appointed representatives (‘ARs’) should note that the information submitted in this section should take account of the business generated by its ARs as well as the firm itself.

**General COBS data**

In this sub-section we are requesting general information on the firm’s conduct of business.

**Monitoring of appointed representatives**

An appointed representative (‘AR’) is a person (other than an authorised person) who:

1. is a party to a contract with an authorised person who:
   - permits or requires him to carry on business of a description prescribed in the Appointed Representatives Regulations; and
   - complies with such requirements as are prescribed in those Regulations; and
2. is someone for whose activities in carrying on the whole or part of that business his principal has accepted responsibility in writing; and who is therefore an exempt person in relation to any regulated activity comprised in the carrying on of that business for which his principal has accepted responsibility.

A firm has significant responsibilities in relation to an AR that it has appointed, which are set out in detail in **SUP 12**. In summary, the firm is responsible, to the same extent as if it had expressly permitted it, for anything the appointed representative does or omits to do, in carrying on the business for which the firm has accepted responsibility.

Before a firm appoints a person as an appointed representative, and afterwards on a continuing basis, it should take reasonable care to ensure that:

1. the appointment does not prevent the firm from satisfying and continuing to satisfy the threshold conditions;
2. the person:
   - is solvent;
   - is suitable to act for the firm in that capacity; and
   - has no close links which would be likely to prevent the effective supervision of the person by the firm; and
3. the firm has adequate:
(a) controls over the person’s regulated activities for which the firm has responsibility (see SYSC 3.1); and

(b) resources to monitor and enforce compliance by the person with the relevant requirements applying to the regulated activities for which the firm is responsible and with which the person is required to comply under its contract with the firm. Accordingly, firms are required to monitor and oversee the activities of their ARs. It is the firm’s responsibility to be able to demonstrate that it has adequate procedures and resources in place to monitor these activities.

By collecting the high level data required in this sub-section, we will be able to gain an understanding of the methods that firms are employing to remain in compliance with the monitoring requirements. This will be used to inform thematic and/or firm-specific work in this area.

Guide for completion of individual fields

<table>
<thead>
<tr>
<th>General COBS data</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Do regulated activities form the core business of the firm?</td>
<td>‘Core business’ for these purposes is the activity from which the largest percentage of the firm’s gross income is derived. Note for an authorised professional firm (‘APF’) specifying that its core business is ‘professional services’: if the firm’s income from regulated activities is 50% or more of its total income (disregarding a temporary variation of not more than 5% over the preceding year’s figure), then it should have regard to IPRU-INV 2.1.2R (4) and give notification to the FCA.</td>
</tr>
<tr>
<td>If not, specify type of core business</td>
<td>The firm should specify its core business from the drop-down list. You should select Other if none of the categories is applicable to the firm’s business, e.g. loss assessor, professional services provided by an APF.</td>
</tr>
<tr>
<td>Monitoring of Appointed Representatives (‘ARs’)</td>
<td></td>
</tr>
<tr>
<td>Number of ARs registered with the firm as at the end of the reporting period</td>
<td>Total number of ARs for which the firm has regulatory responsibility, as at the end of the reporting period.</td>
</tr>
</tbody>
</table>
| Of which, number of ‘secondary’ ARs as at the end of the reporting period | An AR is a secondary AR if:
  - the activities for which it is exempt are limited to insurance distribution activities only; and
  - its principal purpose is to carry on activities other than insurance distribution activities. |
| Of which, number of introducer ARs as at the end of the reporting period | See Glossary definition |
| Number of advisers within ARs as at the end of the reporting period | This should be the total of advisory staff across all of the firm’s appointed representatives. Advisory staff are those that advise customers on the merits of purchasing a particular product. By definition this total will not include staff at introducer ARs. |
| Does the firm have appropriate systems and procedures in place to ensure that the activities of its ARs are effectively monitored and controlled? | A summary of the firm’s responsibilities under SUP 12 is set out under the sub-heading “monitoring of appointed representatives” above. The firm should be able to demonstrate that it has been in compliance with the requirements in SUP 12 throughout the reporting period. |
Number of ARs that have been subject to monitoring visits by the firm during the reporting period. This is one of the ways in which firms with ARs may fulfil their responsibilities under SUP 12.

Number of ARs that have been subject to file reviews by the firm during the reporting period. This is one of the ways in which firms with ARs may fulfil their responsibilities under SUP 12.

Number of ARs that have been subject to financial checks by the firm during the reporting period. This is one of the ways in which firms with ARs may fulfil their responsibilities under SUP 12.

Has any other monitoring of ARs by the firm taken place? If the firm uses other methods to fulfil its monitoring responsibilities under SUP 12, you should state 'yes' here.

Section I Supplementary product sales data

Most of the product sales data (‘PSD’) required by the FCA is collected quarterly from product providers. However, this process does not include all types of non-investment insurance contract, and also leaves other gaps in data on sales, which we aim to fill by means of the data collected in this section.

We use this data in conjunction with PSD to identify market trends and thus inform our thematic supervision work. In addition to this, we may use the combined sales data to form a view about the state of affairs of individual firms, which may inform supervisory or other action.

Firms that have appointed representatives (‘ARs’) should note that the information submitted in this section should also take account of the business of its ARs as well as the firm itself.

(i) Non-investment insurance product information

In this section firms are asked for aggregate data on their advising and arranging activities (for non-investment insurance contracts with retail customers). The information required is an indication of the product types in which the firm has been active during the reporting period, and a further indication of how significant this activity is (i.e. whether it forms more than 40% by premium of all of the firm’s retail non-investment insurance activities).

This information enables us to ascertain the importance of each product type to the firm and to target thematic work in this area.

| Total non-investment insurance premium derived from retail customers (annualised) | Regular policy premiums received for a policy should be reported only once as an annualised figure in the return for the period that covers the date of the sale. There is then no need to report in subsequent returns. An annualised figure is also required if a policy premium is paid in one single payment. |

(ii) non-investment insurance chains

It is common practice in the non-investment insurance market for some firms to pass their business to another intermediary rather than directly to the product provider, forming a ‘chain’. Product Sales Data only identifies the firm that has submitted the business to the product provider, although this may not necessarily be the intermediary that originated the sale. This section captures data on sales that form part of chains. Collecting information on gross and net brokerage (as outlined in Sub-section B1 above) gives us some information about the extent to which a firm is part of a chain, and to supplement this, we are requesting the following data in this section:

(1) whether transactions in the listed product types have been passed up a chain;

(2) whether this business is significant. ‘Significant’, in this context, is where the premium collected in relation to business forming part of a chain amounts to (a) more than 40% of premium collected for all non-investment insurance business, or (b) more than 40% of premium collected for all retail business in a particular product; and

(3) whether, in relation to this business, the firm has dealt directly with the customer during the reporting period (i.e. has been the first intermediary in the chain).
Guide for completion of individual fields

(i) non-investment insurance contracts – product information

Please indicate in column A each product type where the firm has advised or arranged transactions for retail customers during the reporting period.

Please indicate in column B where the firm’s business for retail customers in the product type formed more than 40% by premium of all of its non-investment insurance activities.

You should indicate in column A for each relevant product.

You should indicate in column B for each relevant product, based on an estimate of the percentage of business. If you think the product might account for more than 40% of business but are not sure, you should indicate that it does.

(ii) non-investment insurance chains

Total non-investment insurance premium derived from retail customers

Of this business, please indicate in column D where this business is significant (see notes above).

Product types: The product types in this table are defined in the Interim Prudential sourcebook for insurers (‘IPRU(INS)’).

You should state here the total of premiums payable by Retail customers during the reporting period in relation to non-investment insurance products.

If this business is significant (see definition above) for one or more product types, this should be indicated in column D.

Section J: Data required for calculation of fees

Part 1

[Note: Home purchase, reversion and regulated sale and rent back activity should be included under the home finance headings in this section of the RMAR]

This information is required so that we can calculate the fees payable by firms in respect of the FCA, FOS and the FSCS.

Data for fees calculations

Firms will need to report data for the purpose of calculating FCA, FOS and FSCS levies.

FCA

The relevant information required is the tariff data set out in FEES 4 Annex 1AR Part 3 under fee-blocks A.13, A.18 and A.19. Note that firms are required to report tariff data information relating to all business falling within fee blocks A.13/A.18/A.19 and not simply that relating to retail investments.

FOS

The relevant information required is the tariff data set out in FEES 5 Annex 1R industry blocks 8, 9, 16 and 17. Note that firms are required to report tariff data information relating to all business falling within industry blocks 8/9, 16 and 17.

FSCS

The relevant information required is the tariff data set out in categories 1.1, 2.1 and 4.1, FEES 6 Annex 3AR. Note that firms are required to report tariff data information relating to all business falling within categories 1.1, 2.1 and 4.1, FEES 6 Annex 3AR.

Personal investment firms and firms whose regulated activities are limited to one or more of: insurance distribution activity, home finance mediation activity, or retail investment activity, are required to complete Part 1, section J of the RMAR.

Part 2
Firms submitting section J are required to identify in Part 2 how much of the annual income reported in 3A (life distribution and pensions intermediation) or 4A (investment intermediation) in Part 1 is earned from carrying on regulated activities relating to the offer or sale to or purchase by or on behalf of clients of enhanced reporting investments, broken down by category of enhanced reporting investments and by number of clients. A category of enhanced reporting investment is a type of investment listed in COBS 9.3.5G(1).

For example, say a firm has earned £5,000 from arranging deals in units in qualified investor schemes on behalf of 26 investors. It has also earned £400 from advising two clients to purchase unlisted shares. Units in qualified investor schemes are a type of non-mainstream pooled investment, while the unlisted shares in this example are non-readily realisable securities. Accordingly, the firm would report:

<table>
<thead>
<tr>
<th>Enhanced reporting investment</th>
<th>Annual income (per single unit of currency)</th>
<th>No. of clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-mainstream pooled investment</td>
<td>£5000</td>
<td>26</td>
</tr>
<tr>
<td>Non-readily realisable securities</td>
<td>£400</td>
<td>2</td>
</tr>
</tbody>
</table>

Both Parts 1 and 2

Firms which do not yet have data for a full 12 months ending on their accounting reference date (for example if they have not traded for a complete financial year by the time of the accounting reference date) should complete Section J with an 'annualised' figure based on the actual income up to their accounting reference date. That is, such firms should pro-rate the actual figure as if the firm had been trading for 12 months up to the accounting reference date. So for a firm with 2 months of actual income of £5000 as at its accounting reference date, the 'annualised' figure that the firm should report is £30,000.

The guidance in the following table sets out the rules which related to the data required in Section J of SUP 16 Annex 18AR.

<table>
<thead>
<tr>
<th>Section K Adviser charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCA Annual Income (£s)</td>
</tr>
<tr>
<td>Home finance intermediation</td>
</tr>
<tr>
<td>General insurance distribution</td>
</tr>
<tr>
<td>Life distribution and investment intermediation</td>
</tr>
</tbody>
</table>

Firms that have appointed representatives (‘ARs’) should include data from their ARs in the information submitted in this section.
Where firms are required to report data to two decimal places, firms should round the data to two decimal places (using a 5 in the third decimal place to round up) rather than report the data on a truncated basis. For example, two-thirds (2/3) should be reported as 0.67.

If a firm exclusively provides independent advice or restricted advice, the sections of the form not relevant to the firm should be left blank. This is illustrated in example 1.

**Example 1 – Completing the form where the firm only provides either independent advice or restricted advice**

A firm that exclusively provides independent advice would need to complete sections 1, 3 and 4 (columns A, B and E), leaving section 2 and columns C and D of section 4 blank.

A firm that exclusively provides restricted advice would need to complete sections 2, 3 and 4 (columns C, D and E), leaving section 1 and columns A and B of section 4 blank.

A firm providing both independent and restricted advice would need to complete sections 1 to 4 as appropriate.

Any revenue reported should be exclusive of VAT levied on the retail client (if applicable).

The way retail clients pay an adviser charge (columns A and B for rows 2 to 5 and 7 to 10)

Firms are required to provide a breakdown of the data provided in rows 2 to 5 and 7 to 10 based on the way in which a retail client pays their adviser charge.

Column A should include data on the adviser charges that are paid directly by the retail client. This would include, for example, where the retail client paid the firm directly through a cheque or bank transfer or where a payment was made on behalf of the retail client by the retail client’s lawyer.

Where the adviser charge is facilitated by a retail investment product provider or platform service provider, this should be reported in column B.

Guide for completion of individual fields

In row 1, firms should select one of ‘Independent/Restricted/Both/Did not provide advice’ to indicate the type(s) of advice provided by the firm. Firms providing independent advice only should then complete sections 1, 3 and 4. Firms providing restricted advice only should then complete sections 2, 3 and 4. Firms providing both independent advice and restricted advice should complete all four sections. Firms that did not provide advice during the reporting period should select ‘Did not provide advice’ and complete the accounting basis question. Other sections should be left blank.

Retail investment product revenue from adviser charges (rows 2, 3, 7 and 8)

Revenue from all initial adviser charges including initial, one-off and ad hoc adviser charges (rows 2 and 7)

Firms should report the total revenue from distinct one-off advice services, being those services that are not covered by an ongoing adviser charge, as at the end of the reporting period. This would include, for example, revenue from initial, one-off and ad hoc adviser charges, irrespective of whether the charge is paid as a single payment or through regular instalments.

Where an initial adviser charge is paid through regular instalments, which is only permitted in limited cases (as set out in COBS 6.1A.22R), only the amounts due within the reporting period should be reported. This is illustrated in example 2.

**Example 2 - Reporting revenue from initial adviser charges payable in instalments**

A firm giving independent advice provides advice to a retail client about a retail investment product where regular contributions are being made and there is a £600 initial adviser charge payable in two equal amounts – now and in 12 months’ time. Firms should report £300 in row 2,
as this is the amount due from that retail client within the reporting period. The remaining £300 of the total adviser charge payable would be reported for a future reporting period when it is due from the retail client.

Firms should report the total revenue due within the reporting period for adviser charges for ongoing services which are not initial charges.

Where a firm has an agreement to provide both initial and ongoing advice, the revenue for the initial and ongoing advice services should be reported separately in rows 2 and 3 respectively for independent advice, and 7 and 8 for restricted advice.

Where a firm charges a retail client a fee for advice on a retail investment product and a pure protection contract or mortgage, firms should only report the adviser charge that relates to the retail investment product. This is illustrated in example 3.

Example 3 – Advice in relation to a retail investment product and non-investment product

A firm giving independent advice charges a retail client £1,000 for initial advice in relation to both a retail investment product and a pure protection contract. Firms should only report the adviser charge for the investment advice. In this case, the firm’s charging structure quotes the cost of this investment advice as £600; therefore, £600 should be reported in row 2.

If a firm makes a management charge which covers adviser charges and charges for services that do not relate to a personal recommendation on retail investment products, then it should report the full amount of the management charge received. Firms should not differentiate between the amounts relevant to the different services. For example, if a firm makes a management charge for a non-discretionary management service that predominantly relates to advice on stocks and shares, but provides personal recommendations on retail investment products as part of this service, then it should report the whole of this charge.

If the adviser charge is partially paid directly by the retail client and partially facilitated by a retail investment product provider, the proportion of the adviser charge paid through each method should be reported separately on the form in the relevant columns. This is illustrated in example 4.

Example 4 – Reporting adviser charges that are paid by retail clients from more than one source

A retail client agrees to pay £1,000 for initial advice provided by a firm giving independent advice for a single contribution investment. The retail client pays £600 directly from their bank account, with £400 facilitated by a platform service provider. The form would be completed as follows:

<table>
<thead>
<tr>
<th>Types of advice provided</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Indicate the type(s) of advice provided by the firm</td>
<td>Independent</td>
</tr>
</tbody>
</table>

Section 1 – Independent advice

<table>
<thead>
<tr>
<th>A</th>
<th>Adviser charges paid directly by retail clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Adviser charges facilitated by product providers or platform service providers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Retail investment products revenue from adviser charges (monetary amount)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Revenue from all initial adviser charges including initial, one-off and ad hoc adviser charges</td>
</tr>
<tr>
<td>3 Revenue from ongoing adviser charges</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Payments of initial adviser charges (number)</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Aggregate number of initial adviser charges payable as lump-sum payments due from retail</td>
</tr>
</tbody>
</table>
16

**PAYMENTS OF INITIAL ADVISER CHARGES (ROWS 4, 5, 9 AND 10)**

The data reported in this section of the form relates to the number of initial advice services provided within the reporting period, as at the end of the reporting period. This would include the number of services for which there are initial, one-off and ad hoc adviser charges. The data provided should be reported to two decimal places.

**Aggregate number of initial adviser charges payable as lump sum payments due from retail clients within the reporting period (rows 4 and 9)**

Firms should report the total number of initial adviser services provided where the adviser charge is payable as a single payment and due from retail clients in the reporting period, i.e. the retail client pays the entire initial adviser charge in one payment. Data reported in this section should be broken down by the way the adviser charge is paid. Where an individual retail client pays the initial adviser charge through more than one source, the proportion of the total payment made by that individual retail client should be identified and reported as a fraction to two decimal places in the applicable columns, as in example 4 above.

If an initial adviser charge is not paid in full, it should be recorded under row 5 where independent advice is provided or row 10 where restricted advice is given.

**Aggregate sum of the proportion of initial adviser charges, payable through regular instalments, due from retail clients within the reporting period (rows 5 and 10)**

An initial adviser charge may be structured to be payable over a period of time when it relates to a retail investment product for which an instruction from the retail client for regular payments is in place and the firm has disclosed that no ongoing personal recommendations or service will be provided (COBS 6.1A.22R(2)).

Firms should calculate the proportion of initial adviser charges, payable through regular instalments, that were due from each retail client within the reporting period. Each instalment due within the reporting period should be captured by the firm as a fraction expressed as a decimal, to two decimal places, representing the amount paid off as a proportion of the amount owed. The sum of these proportions should be reported in the appropriate data field (row 5 for independent advice and row 10 for restricted advice) to two decimal places.

Data reported in this section should be broken down by the way the adviser charge is paid. Where the retail client pays an initial adviser charge through more than one source, the proportion of the charge paid through each source should be identified and reported in the applicable column.
Data for rows 5 and 10 can be calculated either using (1) the length of the repayment period, if these instalments are of equal value or (2) the amount paid. These two methods are outlined below (both methods should arrive at the same answer).

1. For each retail client calculate the number of months in the reporting period in which equal instalments are made divided by the total number of months in which payments are due to be made. Report the sum of the proportions based on payment mechanism and type of advice in the appropriate field.

2. For each instalment calculate the amount paid divided by the total amount due. Report the sum of the proportions based on payment mechanism and type of advice in the appropriate field.

This is illustrated in examples 6 and 7.

**Example 6 – Reporting the number of initial adviser charges invoiced as regular payments**

An firm giving independent advice provides advice to retail client A about an investment where regular contributions are being made and a £600 initial adviser charge is payable in two equal amounts – now and in 12 months’ time. Firms should report 0.50 in row 5 for retail client A, as half the total initial adviser charge was payable within the reporting period. 0.50 would also be reported in a future reporting period, when the remaining adviser charge is due from retail client A.

The same firm provides advice to another retail client B about an investment where regular contributions are being made. A £900 initial adviser charge, payable in three equal instalments over the next three reporting periods, is agreed. 0.33 would be reported in row 5 for retail client B, as one-third of the total initial adviser charge is payable as at the end of the reporting period.

Reflecting the agreements with retail clients A and B, the form would be completed as follows:

**Number of one-off advice services (rows 6 and 11)**

Firms should report the total number of distinct, chargeable one-off advice services provided to retail clients during the reporting period. This includes any advice given that was not funded through an ongoing adviser charge, which could include, for example, initial, one-off and ad hoc advice services for which there is a corresponding initial adviser charge.

Rows 6 and 11 measure the number of one-off advice services provided to retail clients in the reporting period. Where the same retail client received more than one such advice service, such as an initial advice service and a separate ad hoc advice service that was funded through a separate adviser charge, this should be reported as two one-off advice services.

Any advice agreements that were cancelled, with no initial adviser charge being paid, or where any initial charge paid was returned to the retail client, should not be reported. However, any initial advice services where the retail client paid an adviser charge to the adviser, even if the retail client did not act on the recommendations of that adviser, should be reported.

To illustrate the difference between data reported by an independent advice firm in row 6 and that previously provided in rows 4 and 5 (or where restricted advice has been provided, the difference between the data reported in row 11 and that previously provided in rows 9 and 10) please see example 8.
To extend this example into the next reporting period (rp2):

- Assume the same *firm* provided an initial advice service to four *retail clients* in the reporting period rp2 but did not provide any ad hoc services to any other *retail clients*.
- Each *retail client* paid the *adviser charges* for the initial advice services by a lump sum within the reporting period.
- The *retail client* that received an initial advice service on an investment where regular contributions were being made in the previous reporting period (rp1), and was paying their *adviser charge* in two equal instalments across two reporting periods, was due to pay the final instalment within the reporting period rp2.

Again assuming all *retail clients* paid the *adviser charge* directly from their bank account and *independent advice* was given by the *firm*, the form for reporting period rp2 would be completed as follows:

### Retail clients paying for ongoing advice services (rows 12 – 14)

<table>
<thead>
<tr>
<th>Number of retail clients paying for ongoing advice services at the end of the reporting period (row 12)</th>
<th>Firms should report the number of retail clients paying for ongoing advice services (i.e. paying ongoing adviser charges) at the end of the reporting period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firms should report the number of retail clients paying for ongoing advice services at the end of the reporting period. This would include any retail clients who have an ongoing adviser charging agreement, even if the adviser charges due are, fully or partially, offset with trail commission received from a retail investment product provider in respective of an investment held by that retail client before 31 December 2012. Any retail clients on a contract entered into before 31 December 2012, whereby the retail client has not entered into an ongoing adviser charging agreement and any ongoing advice received is fully funded through provider commission, should be excluded. Any such commission payments would need to meet the rules in COBS 6.1A.4AR and COBS 6.1A.4AAG.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of retail clients who start paying for ongoing advice services during the reporting period (row 13)</th>
<th>Firms should report the number of retail clients that started paying for an ongoing advice service (i.e. paying ongoing adviser charges) within the reporting period. This could include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firms should report the number of retail clients that started paying for an ongoing advice service (i.e. paying ongoing adviser charges) within the reporting period. This could include:</td>
<td></td>
</tr>
<tr>
<td>• new retail clients to the <em>firm</em> that agreed to start paying for an ongoing advice service;</td>
<td></td>
</tr>
<tr>
<td>• existing retail clients of the <em>firm</em> that may, for example, have previously received an initial advice service but had started paying for ongoing advice in the reporting period;</td>
<td></td>
</tr>
<tr>
<td>existing retail clients of the <em>firm</em> that were previously on a commission-based agreement established before 31 December 2012, but moved to an adviser charging agreement and started paying ongoing adviser charges in the reporting period.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of retail clients who stop paying for ongoing advice services during the reporting period (row 14)</th>
<th>Firms should report the number of retail clients that were paying an adviser charge for ongoing advice during the reporting period, but stopped paying for ongoing advice by the end of the reporting period.</th>
</tr>
</thead>
</table>

In completing rows 12 to 14, some *firms* may find it easier to report the number of ongoing advice agreements with *retail clients* rather than the number of *retail clients* receiving ongoing advice. For example, if a *firm* has a single advice agreement with a couple, this agreement can be reported as ‘1’ on the return even though, in effect, two *retail clients* are receiving advice. In contrast, if a *firm* has separate advice agreements for each individual member of the couple, this should be reported as ‘2’ on the return.

### Types of adviser charging structures (rows 15 – 22)
Firms should provide data for all charging structures which are relevant to their firm, with those that are not relevant left blank. The minimum and maximum adviser charge reported should be reported to two decimal places.

Some firms may operate a range of different adviser charges relating to different advice services they offer or the amount invested by a retail client, such as 0.25% for a basic ongoing advice service and 0.75% for a premium ongoing service. In this example, 0.25% should be reported as the minimum adviser charge in row 20 and 0.75% as the maximum. Likewise, if 0.75% was charged for the first £50,000 under advice and 0.50% for amounts exceeding £50,000 – 0.50% should be reported as the minimum and 0.75% as the maximum.

Where a firm charges different hourly rates dependent on which individual in the firm undertakes work on behalf of the retail client, firms should ensure that their typical charging structure reflects, as closely as practicable, the total adviser charge the retail client will pay. So, for example, where it is unlikely that a retail client could simply pay for one hour of a paraplanner’s time, as an adviser would always need to be involved to provide a personal recommendation, it would be misleading to quote the paraplanner’s hourly rate as the minimum hourly adviser charge levied by the firm. Instead the minimum charge should be based on the total adviser charge payable for the service as a whole.

The data provided in this section can be based on the firm’s published tariff or price lists for disclosing the costs of adviser services to retail clients and will only require updating as and when the tariff is updated (although firms are required to resubmit this data in every reporting period). The only exception to this will be when the firm offers a combined charging structure (reported in rows 18 and 22), such as where there is a fixed fee and also a percentage of investment charge. Under these types of combined charging structure arrangements, firms should record the actual minimum and maximum charges charged in the reporting period. For example, where the firm’s charging structure is a combination of a fixed fee element and a percentage basis, the firm will need to work out what the actual maximum and minimum adviser charges charged in the reporting period were in order to report values as a monetary amount.

Where a firm has no range in their charging structure, the minimum and maximum adviser charges should be recorded as the same.

Where a retail client agrees an initial adviser charge for a retail investment product for which an instruction for regular contributions is in place and the adviser charge is payable in instalments, to complete rows 15 to 22 firms should report the total adviser charge, even if that advice is paid over different reporting periods. This is illustrated in example 9.

**Example 9 – Reporting the adviser charging structures invoiced as regular payments**

A firm provides advice on a retail investment product where regular contributions are being made, with a 2% adviser charge payable in three equal instalments over different reporting periods. For the purpose of completing row 16, the adviser charge would be 2.00%.

Likewise, if the adviser charge was £600 as a fixed fee payable in three equal instalments over different reporting periods, for the purpose of completing row 17, the adviser charge would be £600.00.

Where an ongoing adviser charge is payable more frequently than once a year (e.g. the ongoing adviser charge is payable monthly, quarterly or six-monthly), the annualised amount due from the retail clients should be reported in rows 20 and 21. This is illustrated in example 10.

**Example 10 – Reporting ongoing adviser charging structures where retail clients pay the ongoing adviser charge on a monthly, quarterly or six-monthly basis**

A firm charges its retail clients between £20 and £50 per month for ongoing advice. For the purpose of completing row 21, the annual amount due from the firm’s retail clients should be reported. So, in this example, the minimum ongoing adviser charge would be £240 and the maximum £600.

Another firm charges its retail clients a flat 0.5% of assets under advice for providing an ongoing advice service during the year. Even where this charge is levied monthly, quarterly or six-monthly, 0.50% should be reported in row 20.
Mortgage Lenders & Administrators Return (‘MLAR’)

This annex consists only of one or more forms. Forms are to be found through the following address:

*Mortgage Lenders and Administrators Return (‘MLAR’) - SUP 16 Annex 19A*
Mortgage Lenders & Administrators Return ('MLAR') - sub-forms for second charge regulated mortgage activity

This annex consists only of one or more forms. Forms are to be found through the following address:

Mortgage Lenders & Administrators Return ('MLAR') - sub-forms for second charge regulated mortgage activity - SUP 16 Annex 19AA R
Notes for completion of the Mortgage Lenders & Administrators Return (‘MLAR’)

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**INTRODUCTION: GENERAL NOTES ON THE RETURN**

1. **Introduction**

   This section covers a number of points that have relevance across the return generally:
   - Overview
   - Purpose of reporting requirements
   - Regulated mortgage contracts and the wider mortgage market
   - Home reversion plans and Home purchase plans
   - Sale and rent back business
   - Accounting conventions
   - Accuracy
   - Time period
   - Loans made before 31 October 2004
   - Second charge regulated mortgage contracts
   - Specific items:
     1. positions to be reported gross
     2. foreign currencies

2. **Overview of reporting requirements**
The data requirements for firms carrying on the regulated activities of home finance providing activity and administering a home finance transaction consist of quarterly, half yearly and annual information. The same data requirements apply to a P2P platform operator facilitating home finance transactions where a lender or provider does not require permission to enter into the transaction, and references to home finance providers or home finance administrators should be read as including such P2P platform operators, where relevant.

This guidance deals only with the quarterly requirements, however, which are referred to as the Mortgage Lenders and Administrators Return (MLAR). The remaining data requirements are applied to firms through existing rules within the following sections of the Handbook:

• the Dispute Resolution: Complaints sourcebook for complaints reporting; and
• Chapter 16 of the Supervision manual for controllers reports (section 16.4), close links report (section 16.5) and annual accounts (section 16.12).

Because the MLAR is activity based, not all sections are applicable to all types of home finance activity firm. The applicability of each section is explained in the table below:

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| E: Residential lending to individuals: new business profile | Applies to all firms with permission to undertake a home finance providing activity except:  
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  SRB administrators |
| E1(a) and E2(a): Second charge lending to individuals | Applies to all home finance providing activity firms in respect of second charge regulated mortgage contracts. |
| F: Lending: Arrears Analysis | Applies to all firms with permission to undertake a home finance providing activity except:  
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  • SRB administrators |
| F(a): Second charge lending: Arrears analysis | Applies to all home finance providing activity firms in respect of second charge regulated mortgage contracts. |
| G: Mortgage Administration: Business Profile | Applies to all firms with permission to undertake administering a home finance transaction, except:  
  • SRB administrators |
| H: Mortgage Administration: Arrears analysis | Applies to all firms with permission to undertake administering a home finance transaction, except:  
  • SRB administrators |
| H(a): Second charge mortgage administration: Arrears analysis | Applies to all firms with permission to undertake administering a home finance transaction, in respect of second charge regulated mortgage contracts. |
| J: Fee tariff measures | Applies to all home finance activity firms |
| K: Sale and rent back business | Applies to SRB agreement providers and SRB administrators |
| L: Credit risk | Applies to a firm that meets the conditions of SUP 16.12.18BR (notes 2 and 4). |
| M: Liquidity | Applies to a firm that meets the conditions of SUP 16.12.18BR (notes 3 and 4). |

Note (a): Credit Institutions passporting under BCD for mortgage lending (which also includes mortgage administration), or other firms passporting under another EU Directive for a non-mortgage activity and holding a top-up permission from the appropriate regulator for mortgage lending and/or mortgage administration. Also includes firms classed as "Treaty firms" under Schedule 4 of the Act. But any other EEA firm type should complete in full all sections of the MLAR described above this table, as it would not be eligible for any reduction in reporting requirements.

### 3. Purpose of reporting requirements

The reasons why the FCA requires this data from home finance providers and administrators are as follows:

- to assess the probability of the failure of firms and the impact of failure on the ability of the FCA to meet its statutory objectives, including an assessment of compliance with the threshold conditions;
- to assist with prudential supervision of firms; and
- to help assess the risks in the home finance market as a whole to inform, for example, the FCA’s thematic work. By this we mean that we will use some of our supervisory resources to examine issues (known as ‘themes’) that affect a number of firms rather than firms individually. The data collected will...
be considered alongside other information we receive, to identify trends and issues that inform our supervision of firms.

The MLAR requires home finance providers and administrators to submit four types of data:

- financial data to assist in the prudential supervision of home finance providers and administrators. A quarterly financial return is required, including a balance sheet and profit and loss account;
- quarterly reporting of quantitative and qualitative data by all home finance providers and administrators to enable monitoring of compliance with the requirements of MCOB;
- quarterly provision of qualitative home finance information by all home finance providers and administrators to enable the FCA to understand developments in the home finance markets as a whole, and to inform future policy developments and prudential supervision; and
- annual reporting of information on fee tariff measures.

The reporting requirements set out in the MLAR enable the FCA to realise these information needs. In particular:

| Tables A to C, L, M: | provide the framework for the FCA’s financial monitoring and prudential supervision of home finance providers and administrators; |
| Tables D to F: | provide the framework for the provision of qualitative home finance information by home finance providers; |
| Tables G, H: | provide the framework for the FCA’s monitoring of administering a home finance transaction activity; |
| Table J: | provides information on fee tariff measures for home finance providers and administrators; |
| Table K: | provides the framework for the FCA’s monitoring of SRB agreement providers and SRB administrators. |

4. Regulated mortgage contracts and the wider mortgage market

Given this background to reporting requirements, the FCA’s approach to obtaining information on mortgage lending has been structured so that regulated mortgage contracts are seen within the wider context of the UK mortgage market as a whole. This approach can be illustrated as follows:

Each of these key terms is explained below:

(i) UK mortgage market

This refers to all lending secured on land and buildings in the United Kingdom, whether to individuals, housing associations or corporates. However, given the importance of mortgages to individuals we have chosen to look at the market in terms of two components, namely ‘residential lending to individuals’ and ‘other secured lending’. Loans and mortgages secured on land in the EEA other than the UK should be reported in ‘other loans’ in section A3 of the MLAR.

(ii) Residential loans to individuals
This is a discrete category of the mortgage market, and has characteristics (e.g. in terms of products, lending criteria and methods of credit assessments) that are often markedly different from those applying to other types of secured lending (e.g. to corporates).

It is lending to individuals secured by mortgage on land and buildings where the lender has either a first or second (or subsequent) charge, where at least 40% of the land and buildings is used for residential purposes, and where the premises are for occupation by either the borrower (or dependant), or any other third party (e.g. it includes ‘buy to let’ lending to individuals).

Only loans where there is a one-to-one correspondence between the loan and a specific security should be included within ‘residential loans to individuals’. Do not include here any residential loans to individuals that are part of a ‘business loans’ type package (involving multiple loans and multiple securities, where there is no one-to-one correspondence between a loan and a specific security), but report them under ‘other secured lending’.

Regulated mortgage contracts that are secured on UK land are therefore a subset of this market category.

Examples of non-regulated mortgage contracts which fall under the wider category of residential loans to individuals include: buy-to-let loans and other types of loan where the property is not for use by the borrower (or qualifying dependants). Prior to 21 March 2016, non-regulated mortgage contracts also included second charge mortgage lending.

(iii) Other secured lending

This covers all other forms of lending secured on land and buildings in the United Kingdom. Primarily it covers secured lending to corporate bodies (including to housing associations), but it also includes lending to individuals which, although being secured on land and buildings, is not deemed to be residential (e.g. the residential element is less than 40%). A corporate body for this purpose is any entity other than an individual. Loans and mortgages secured on land in the EEA other than the UK should be reported in ‘other loans’ in section A3 of the MLAR.

It also includes any residential lending to an individual that forms part of a ‘business loan’ type package. These arrangements between a lender and a borrower are usually offered by a lender’s specialist business or corporate lending departments. They typically involve a number of loans secured against a range of securities including the borrower’s residential property, business premises and the business itself. Such packages involve no specific one-to-one correspondence between a single loan and a single security, and instead the lender assesses loan cover against the basket of securities in the package. Given the business nature of this type of lending, it would therefore be misleading to try and classify some or all of the loan elements in such cases to any part of ‘residential lending to individuals’, and hence all such lending should be reported under ‘other secured lending’. This is for MLAR reporting purposes only; the actual categorisation or treatment for MCOB purposes remains unchanged.

(iv) Regulated mortgage contract

This is defined in the Handbook as follows:

(a) (in relation to a contract) a contract which:

(i) (in accordance with article 61(3) of the Regulated Activities Order) at the time it is entered into, meets the following conditions:

(A) a lender provides credit to an individual or to trustees (the ‘borrower’); and

(B) the obligation of the borrower to repay is secured by a mortgage on land in the EEA, at least 40% of which is used, or is intended to be used, in the case of credit provided to an individual, as or in connection with a dwelling; or (in the case of credit provided to a trustee who is not an individual), as or in connection with a dwelling by an individual who is a beneficiary of the trust, or by a related person;

(ii) is not a home purchase plan, a limited payment second charge bridging loan, a second charge business loan, an investment property loan, an exempt consumer buy-to-
let mortgage contract, an exempt equitable mortgage bridging loan, an exempt housing authority loan or a limited interest second charge credit union loan within the meaning or article 61A(1) or (2) of the Regulated Activities Order; and

(iii) if the contract was entered into before 21 March 2016:

(A) at the time the contract was entered into, entering into the contract constituted the regulated activity of entering into a regulated mortgage contract; or

(B) the contract is a consumer credit back book mortgage contract within the meaning of article 2 of the MCD Order.

(b) (in relation to a specified investment) the investment, specified in article 88 of the Regulated Activities Order, which is rights under a regulated mortgage contract within (a).

[Note: articles 3(1)(a) and 4(2) of the MCD]

Loans and mortgages secured on land in the EEA other than the UK, although regulated mortgages, should be reported in ‘other loans’ in section A3 of the MLAR.

(v) Second charge regulated mortgage contract

A second charge regulated mortgage contract is defined in the Handbook as a regulated mortgage contract which is not a first charge legal mortgage. Therefore, it includes second and subsequent charge mortgages.

Data which is provided in relation to a second charge regulated mortgage contract in A3(a), D(a), E(1)(a), E(2)(a), F(a), or H(a) in □ SUP 16 Annex 19AAR will also need to be provided as part of the data items in A3, D, E, F or H, as the case may be, in □ SUP 16 Annex 19AR.

The guidance on how to submit the data items in A3, D, E, F or H of □ SUP 16 Annex 19AR applies to A3(a), D(a), E(1)(a), E(2)(a), F(a) or H(a) of □ SUP 16 Annex 19AAR where the same terms are used in the corresponding parts of □ SUP 16 Annex 19AAR.

4a. Home reversion and home purchase plans

Definitions

A home reversion plan

This is defined in the Handbook as follows:

(in accordance with article 63B(3) of the Regulated Activities Order) an arrangement comprised in one or more instruments or agreements which meets the following conditions at the time it is entered into:

(a) the arrangement is one under which a person (the reversion provider) buys all or part of a qualifying interest in land from an individual or trustees (the reversion occupier);

(b) the reversion occupier (if he is or she an individual) or an individual who is a beneficiary of the trust (if the reversion occupier is a trustee), or a related person, is entitled under the arrangement to occupy at least 40% of the land in question as or in connection with a dwelling and intends to do so; and

(c) the arrangement specifies that the entitlement to occupy will end on the occurrence of one or more of:

(i) a person in (b) becoming a resident of a care home;

(ii) a person in (b) dying; or

(iii) the end of a specified period of at least twenty years from the date the reversion occupier entered into the arrangement;
in this definition "related person" means:
(A) that person's spouse or civil partner;
(B) a person (whether or not of the opposite sex) whose relationship with that person has the characteristics of the relationship between husband and wife; or
(C) the person's parent, brother, sister, child, grandparent or grandchild.

Guidance to home reversion (HR) and home purchase plan (HPP) firms on the completion of the MLAR

It is recognised that HR and HPP products are not loans as such, being effectively sale and lease products. However, in order to use the MLAR as a vehicle for capturing some data on these products, they are to be treated for MLAR purposes as if they were loan products. This means that:

(i) For a firm which is a provider of HR and/or HPP products:
   • HR and HPP products are to be included in the balance sheet within A1.6 "Loans to Customers". This may differ from the reporting of such products in a firm's published accounts.
   • Within section A3, which contains a further breakdown of "Loans to Customers", HR and HPP products are to be reported within the single category A3.5 "Other Loans".
   • As a consequence, the FCA will be able to capture the key balances outstanding on these products (including any which may have been securitised).

(ii) For a firm which is undertaking administration of HR and/or HPP products (and where that firm did not also act as provider of these products):
   • HR and HPP products being administered for third parties are to be reported in section G.
   • Within G1 and G2 they are to be reported within the "Other firms" category. They should however be shown under "regulated loans" solely for the purposes of recording their administration in the MLAR.
   • In section G2.2, when entering the "name of firm" in column 2, add "HR" and/or "HPP" in brackets after the name, as appropriate.

4b. Sale and rent back (SRB) agreement business

Definitions
A regulated sale and rent back agreement
This is defined in the Handbook as follows:
(in accordance with article 63J(3)(a) of the Regulated Activities Order) an arrangement comprised in one or more instruments or agreements, in relation to which the following conditions are met at the time it is entered into:

(a) the arrangement is one under which a person (an agreement provider) buys all or part of the qualifying interest in land in the United Kingdom from an individual or trustees (the "agreement seller"); and

(b) the agreement seller (if they are an individual) or an individual who is the beneficiary of the trust (if the agreement seller is a trustee), or a related person, is entitled under the arrangement to occupy at least 40% of the land in question as or in connection with a dwelling, and intends to do so;

but excluding any arrangement that is a regulated home reversion plan.

Guidance to regulated SRB firms on the completion of the MLAR
This section explains how SRB firms should complete the MLAR.
SRB providers and administrators should complete the following sections of the *MLAR*:

- Section A (balance sheet);
- Section B (profit and loss account);
- Section C (capital);
- Section J (fees tariff measures); and
- Section K (sale and rent back business).

SRB firms should **not** complete sections D to H, L or M in respect of their SRB business.

SRB providers should note the following in relation to their reporting of SRB agreements and SRB assets:

**In section A**

- Do **not** enter any information on SRB agreements in A1.6 ‘Loans to customers’ or A3.5 ‘Other loans’.
- Report SRB assets in A1.11.
- Report any liabilities incurred in acquiring SRB assets in A2.7.

**In section B**

- Where applicable, information on SRB agreements should be entered in B2.5 ‘Other loans’.

As a consequence the FCA will be able to capture key information on these products.

5. **Accounting conventions**

Unless the contrary is stated in these guidance notes, the return should be compiled using generally accepted accounting practice.

However, information in respect of lending (e.g. balances, advances, interest rates, arrears etc) to be reported in sections D, E, F, G, H and J of the return should not be fair-valued but should be reported as the contractual position (i.e. as between lender and borrower).

All amounts should be shown in one of the reporting currencies accepted by the relevant platform provided by the FCA, unless otherwise specified in the *Handbook*.

6. **Accuracy**

It is expected that entries on the return will be actual values, or in some cases close approximations established or drawn from the firm’s systems and prepared on the basis of being the best information in the time available for their compilation.

If such ‘close approximations’ are considered by the firm as likely to be materially different from the underlying actual values, the firm should advise its supervisory team of data items affected.

7. **Time periods**

Where stock figures are required (e.g. balance sheet, capital position) the information is required as at the firm’s accounting reference date and the three quarter ends following this date (see §SUP 16.3.13R).

Where flow figures are required, these are either for **3 months only** (i.e. the latest quarter) as in for example lending figures in tables D and E, or **cumulative in the ‘year to date’**, (e.g. profit and loss in table B), covering the period from the firm’s accounting reference date to the end of the reporting quarter.

8. **Loans made before 31 October 2004**

This section does not apply to second charge regulated mortgage contracts.

(i) **Classifying the ‘back book’**

Many loans made before 31 October 2004 became regulated as regulated mortgage contracts on 21 March 2016 or, depending on the nature of the loan and the applicable transitional provisions, on a date no later than 21 March 2017; these loans should be treated as regulated mortgage contracts in the *MLAR* accordingly. Loans made before 31 October 2004 which continue not to be regulated as regulated mortgage contracts fall into the following categories:
• residential loans to individuals which, for the purposes of the MLAR, should be classified as non-regulated (see Introduction, section 4(ii)); for example at A3.3 and D1.2.

• other secured loans (see Introduction, section 4(iii)); for example at A3.4 and D1.3.

• other loans (see Guidance for A3.5).

The approach to classification for pre-31 Oct 2004 loans will, of necessity, need to be a pragmatic one. We do not, for example, envisage the need to look at individual paper loan files. Rather, we expect the firm to apply its knowledge of its various loan books, products and their characteristics, to come up with some realistic allocation rules. This enables the firm to apply some automatic process to its computerised loan records, and thereby classify individual loans into each of the relevant categories used in the MLAR. Such a process may not be perfect, and it may result in a few loans being wrongly allocated, but it will be sufficient for the purpose.

(ii) Specific treatment of residential loans to individuals

Any loans made before 31 October 2004 that have not become regulated as regulated mortgage contracts, should be reported as non-regulated loans in the various parts of the MLAR.

This reporting basis for loans should continue until such time, if ever, that a subsequent transaction on the loan causes it to be formally treated as a regulated contract.

(iii) Further advances on loans made before 31 October 2004 which have not already become regulated as regulated mortgage contracts

We cannot be prescriptive about whether a further advance (or any other variation) to a pre-31 October 2004 mortgage which has not already become regulated as a regulated mortgage contract (see (i) above) will have the effect of creating a new regulated mortgage contract. Whether a variation amounts to creating a new contract will depend on each lender’s individual mortgage documentation. This documentation will differ, possibly significantly, between firms. Each lender will need to review its existing documentation and take a view on the scope that this provides for making changes.

In practice this means that:

• If the lender can make a further advance without creating a new contract (i.e. makes a variation to the existing mortgage contract), then the further advance should be added to the original loan and the combined loan treated as a single loan for MLAR reporting. This combined loan should be reported as ‘non-regulated’;

• If making a further advance creates a new contract, (and this further advance is a regulated mortgage contract) then the correct reporting approach will be determined as follows:

  (a) where the original loan was made before 31 October 2004, has not in the meantime become a regulated mortgage contract (for example, because it is not a regulated credit agreement) but would otherwise satisfy the specific requirements of a regulated mortgage contract, and the further advance is documented in a new loan agreement separate from the original loan (and is not a variation to the existing mortgage contract), the original loan and further advance may be treated as one for MLAR reporting, being shown as ‘regulated’ under “Residential loans to individuals”; and

  (b) where the original loan did not satisfy the defined conditions of a regulated mortgage contract at the time it was entered into and has not in the meantime become a regulated mortgage contract, and the further advance is documented in a new loan agreement separate from the original loan (and is not a variation to the existing mortgage contract), the old loan and further advance will be treated as two separate loans for most aspects of MLAR reporting, the former being ‘unregulated’ while the latter will be reported as ‘regulated’. However, for the LTV and Income Multiple analysis, while the firm should only show the amount of the further advance in the relevant “cell”, the “cell” should be determined by using the total amount of the loan (old loan + further advance) when deciding which LTV band and which Income Multiple band are applicable; and
(c) where the lender decides to combine the original loan and the further advance to create a single new contract that replaces the existing mortgage contract and is a regulated mortgage contract, this should be reported as ‘regulated’.

9. Specific items

(i) Positions to be reported gross

In general, liabilities and assets should be shown gross, and not netted off (unless there is a legal right of set-off). Thus an account which moves from credit to debit will move from one side of the balance sheet to the other.

A notable exception to this however concerns the reporting of loan assets, which should follow MIPRU 4.2.14R to MIPRU 4.2.16G. Such assets should be shown in the balance sheet net of linked funding; similarly in other tables where balances are reported on the same basis. Only sections A3, D2, G and H require the reporting of such loan assets on a ‘gross’ basis.

The treatment of loan assets that are being operated as part of a current account offset mortgage product (or similar products where deposit funding is offset against loan balances in arriving at a net interest cost on the account) will depend on the conditions pertaining to the mortgage product. The balance outstanding on such loans will need to be reported on the basis of the contractually defined balance according to the terms of the mortgage product. This might be the amount of loan excluding any offsetting funds, or it might be the net amount.

(ii) Foreign currencies

Firms should report in the currency of their annual audited accounts, where this is Sterling, Euro, US Dollars, Canadian Dollars, Swedish Kroner, Swiss Francs or Yen. Where annual audited accounts are reported in a currency outside those specified above, please translate these values into an equivalent within the list using an appropriate rate of exchange at the reporting date, or where appropriate, at the rates of exchange fixed under the terms of any relevant currency hedging transaction, and use that value in the return. Please report in thousands where stated on the return. Firms should apply the same accounting treatment as for their published accounts.

SECTION A: BALANCE SHEET

Balance sheet analysis

| A1, A2 | The balance sheet is intended to reflect the practices used in compiling published or other accounts, although its format in the MLAR (with ‘total assets’ and ‘total liabilities’) will not necessarily be the same as that used by firms in their regular accounts. ‘Loans to customers’ is expected to be the customer balance after any write-offs have been taken. |
| A1.6 | Loans to customers may be a non-standard accounting sub-head for some firms whose business is not primarily mortgage related. But since this is an explicit MLAR data requirement, it should be split out from the sub-head under which it is routinely shown in the firm’s other accounts. Include HR and HPP products here. |
| A1.11 | Other current assets should include all assets measured at fair value not included in any other asset category on the return. Include any SRB assets here. |
| A2.1 | Shareholders’ funds should include any unrealised gains or losses resulting from the fair valuation of available-for-sale financial assets, |
and any fair value gains or losses arising on cash flow hedges of financial instruments measured at cost or amortised cost.

**Other liabilities** should include all liabilities measured at fair value not included in any other liability category on the return. Include any liabilities incurred in acquiring SRB assets here.

**A3 Analysis of loans to customers**

This section recognises that some lenders may have securitised loans on their balance sheet, and hence provides for unsecuritised/securitised loans to be shown separately.

**Unsecuritised balances** are analysed in terms of three elements: gross loan balances (before deduction of any provisions); provisions balances in respect of those balances; and the net balances after deduction of such provisions.

**Securitised balances** are analysed in a similar way, except that 'gross' also means before the deduction of any linked non-recourse funding, the amount of which is also to be shown separately.

**A3.1-4** See Introduction (paragraphs 4(i) to (iv)) for details of the coverage of these terms.

**A3.5 Other loans** refers to any lending secured on land and buildings outside of the **UK**, any loan for which security is provided other than by land and buildings, together with all unsecured loans (e.g. consumer credit, personal loans, or such loans to corporates). Loans and mortgages secured on land in the **EEA** other than the **UK** should be reported here.

**A3.6** It is expected that net balances on unsecuritised loans plus net balances on securitised loans will equal the entry shown at A1.6 in the main balance sheet analysis of assets.

**SECTION B: PROFIT & LOSS ACCOUNT**

**B0 Financial year to date**

In terms of reporting period, the analysis should be compiled on a ‘year to date’ basis, covering successively 3, 6, 9 or 12 months from the **firm’s accounting reference date**.

**B1 Profit & Loss Account**

The P&L section is intended to reflect the practices used in compiling accounts prepared under the Companies Acts, although its format in the **MLAR** (with explicit focus on financial items such as interest, fees & commissions etc) will not necessarily be the same as that used by **firms** in their regular accounts.

The reason for this approach is that most lenders to which this section is applicable are mortgage specialists, and as such it is considered desirable to put their P&L format onto a similar basis as that used for **banks** and **building societies**.
The analysis therefore requires the firm’s profit & loss account to be re-structured in a way that makes a number of items explicit in the interests of achieving consistency with other reporting firms.

B1.1 Focuses on gross profit from non-financial activities

B1.2-1.7 Covers a range of income elements which are more closely related to financial activities, including in particular those associated with mortgage lending. In particular B1.7 Other income should include unrealised gains in respect of assets and liabilities which have been measured on a fair value basis.

B1.9-1.13 Covers a range of expenditure elements, including those related to non-financial and also to financial (including mortgage related) activities. In particular B1.13 Other expenses should include unrealised losses in respect of assets and liabilities which have been measured on a fair value basis.

B1.15 Operating Profit is total income less total expenses.

B1.16 Provisions covers write-offs and provisions charges on bad and doubtful debts, (including for example on mortgage loans); any suspended interest (i.e. any interest included in Interest receivable which, through loan default, impairment or otherwise, is deemed unlikely to be received); and any other provisions for contingent liabilities.

B2 Provisions analysis

This supplementary analysis draws together the key movements in provisions balances from the firm’s accounting reference date up to the reporting quarter end.

The two ‘flow items’, namely write-offs and provisions charges, are those relating to the period from the firm’s accounting reference date up to the reporting date.

The total of provisions charges in line B2.6 (column 3) will not necessarily be the same as the provisions charge in the Profit & Loss analysis at B1.16 (since this latter item may include further provisions against other asset items not included in B2.6, or provisions arising from other sources).

SECTION C: CAPITAL

INTRODUCTION

The threshold conditions state that the resources of a firm must be adequate in the opinion of the FCA in relation to the regulated activities that the firm seeks to carry on or carries on. In addition, a firm is required to maintain ‘adequate financial resources’. A home finance administrator or lender should have adequate capital and funding in order to be able to meet these requirements.

In addition, the FCA and the PRA are required to identify the main risks to their statutory objectives. In assessing firm-specific risks we are required to assess the risks arising from the financial failure of a firm (due to business risks from the external environment, or control risks arising from the firm itself) which
might affect both the market and individual customers. The specific FCA objectives that are potentially impacted are those relating to market confidence and consumer protection.

Details provided in this section on Capital are drawn from the appropriate provisions of MIPRU 4 (Capital Resources).

**C1-2 CAPITAL RESOURCES**

C1 and C2 set out the individual components of eligible capital and the separate deductions that should be made to arrive at capital resources.

Components of eligible capital are:

(1) **Share capital**

*Share* capital must be fully paid (i.e. the *firm* is under no obligation to repay this capital unless and until the *firm* is wound up) and may include ordinary share capital or preference share capital (excluding preference shares redeemable by shareholders within two years).

See paragraph (7) Subordinated loans below for details of the limits that may apply to the inclusion of redeemable preference shares in capital resources.

(2) **Partnership or sole trader capital**

*Partnership* capital is capital made up of the partners’ capital account. The capital account is an account into which capital contributed by the partners is paid and from which, under the terms of the partnership agreement, an amount representing capital may be withdrawn by a partner only if he or she ceases to be a partner and an equal amount is transferred to another such account by his or her former partners or any person replacing him or her as their partner, or the partnership is otherwise dissolved or wound up.

*Sole trader* capital is the net balance on the *firm*’s capital account and current account.

(3) **Reserves**

Reserves are accumulated profits retained by the *firm* (after deduction of tax, dividends and proprietors’ or partners’ drawings) and other reserves created by appropriations of share premiums and similar realised appropriations. Reserves also include gifts of capital, for example, from a parent company. For partnerships, reserves include partners’ current accounts according to the most recent financial statement. Reserves must be audited unless the *firm* is eligible to include unaudited reserves in its capital resources calculation under MIPRU 4.4.2R.

The reserves figure is subject to the following adjustments, where appropriate:

(a) any unrealised gains must be deducted or, where applicable, any unrealised losses added back in on cash flow hedges of financial instruments measured at cost or amortised cost;

(b) any unrealised gains must be deducted or, where applicable, any unrealised losses added back in on debt instruments held in the available-for-sale financial assets category. Any unrealised gains or losses on equities held in the available-for-sale financial assets category should be reported at C1.5;

(c) in respect of a defined benefit occupational pension scheme, any defined benefit asset must be derecognised;

A *firm* may substitute for a defined benefit liability the *firm*’s deficit reduction amount provided that that election is applied consistently in respect of any one financial year.

(4) **Interim net profits and partners’ interim current accounts**

A *firm* is not required to take into account interim net profits. However, if it does, the profits have to be verified by the *firm*’s external auditors, net of tax, anticipated
dividends or proprietors’ drawings and other appropriations unless the firm is eligible to include unverified interim net profits in its capital resources calculation under MIPRU 4.4.2R.

In terms of the verification for inclusion, for the first, second and third financial quarters firms may include interim profits in their MLAR, on the understanding that the firm will obtain the required verification from its external auditors within two months of the financial quarter end. (The FCA may ask for a copy of the verification statement.) For the fourth quarter the FCA will rely on the forthcoming audited accounts as providing verification and accordingly the full year’s profits should be included in the make-up of eligible capital under interim profits in the return.

(5) Revaluation reserve

Firms should report reserves relating to the revaluation of fixed assets.

(6) General/collective provisions

Firms should report general/collective provisions that are held against potential losses that have not yet been identified, but which experience indicates are present in the firm’s portfolio of assets. Such provisions must be freely available to meet these unidentified losses wherever they arise. General/collective provisions must be verified by external auditors and disclosed in the firm’s annual report and accounts annual report and accounts unless the firm is eligible to include unaudited general and collective provisions in its capital resources calculation under MIPRU 4.4.2R.

(7) Subordinated loans

Subordinated debt (i.e. the amount of principal outstanding before amortisation) must not form part of the capital resources of a firm unless it meets the following conditions:

(1) it has an original maturity of at least five years or is subject to five years’ notice of repayment;

(2) the claims of the subordinated creditors must rank behind those of all unsubordinated creditors;

(3) the only events of default must be non-payment of any interest or principal under the debt agreement or the winding up of the firm;

(4) the remedies available to the subordinated creditor in the event of non-payment or other default in respect of the subordinated debt must be limited to petitioning for the winding up of the firm or proving the debt and claiming in the liquidation of the firm;

(5) the subordinated debt must not become due and payable before its stated final maturity date except on an event of default complying with (3);

(6) the agreement and debt are governed by the law of England and Wales, or of Scotland, or of Northern Ireland;

(7) to the fullest extent permitted under the rules of the relevant jurisdiction, creditors must waive their right to set off amounts they owe the firm against subordinated amounts owed to them by the firm;

(8) the terms of the subordinated debt must be set out in a written agreement or instrument that contains terms that provide for the conditions set out in (1) to (7); and

(9) the debt must be unsecured and fully paid up.

For a mortgage lender or mortgage administrator undertaking business connected to regulated mortgage contracts (unless its Part 4A permission prevents it from under
taking new business), MIPRU 4.4.8R limits the amount of subordinated loans and redeemable preference shares that can be included in eligible capital.

In Table C of the MLAR the firm will deduct from capital resources under item C2.3a any amount by which the subordinated loans and redeemable preference shares exceed the limit in MIPRU 4.4.8R.

**Treatment of eligible capital items (listed above) in section C:**

**C1.1 Reserves:** include items
  • reserves
  • revaluation reserves

**C1.2 Interim profits:** include items
  • interim net profits
  • partners’ interim current accounts

**C1.3 Issued capital:** include items
  • share capital
  • partnership or sole trader capital

**C1.3a Subordinated loans**

**C1.4 General/collection provisions**

**C1.5 Other eligible capital:** includes
  • any other item of eligible capital not required to be included in items C1.1 to C1.4, including any unrealised gains or losses on equities held in the available for sale financial assets portfolio.

**C1.6 Total eligible capital**
This is the sum of the components listed in C1.1 to C1.5.

**C2 Deductions from capital**

**C2.1 Investments in own shares** represents any investment in the shares of the company, quantified as fixed assets in the balance sheet.

**C2.2 Intangible assets** are the full balance sheet value of goodwill, capitalised development costs, brand names, trademarks and similar rights and licences.

**C2.3 Interim net losses** refers to the cumulative amount covering the period from the firm’s accounting reference date to the end of the current quarter. All the current year’s losses should be reported. Unpublished losses from the previous accounting period should also be shown here.

**C2.3a Subordinated loan and redeemable preference share restriction**
This is the amount of any excess as computed under the restriction explained in paragraph (7) of the C1-2 CAPITAL RESOURCES section above.

**C2.4 Other deductions from capital:** include
  • Excess of drawings over profits for partnerships or sole traders: firms should report the difference between the personal drawings of a partnership or sole trader and the profit in the period, where the drawings exceed the profit for the period.

**C2.5 Total deductions**
This is the sum of the components listed in C2.1 to C2.4.
C3 CAPITAL RESOURCES CALCULATION

C3.1 Capital resources
This is total eligible capital less total deductions (C1.6 to C2.5).

C3.2 Capital requirement
This is the amount calculated in sections C4.6(e) or C5.5(c), whichever is applicable.

C3.3 Surplus/(Deficit) of resources
This is the capital resources less the capital requirement (C3.1 to C3.2).

C4 CAPITAL REQUIREMENTS

Capital requirement for a lender, or an administrator with administered assets on its balance sheet

C4.1 The capital requirement for lenders or administrators that have the regulated mortgage contracts that they administer on their balance sheet is asset-based, and the information required is detailed in C4.2 to C4.6.

C4.2 Total assets: this is the total value of assets as shown at line A1.12 in section A of the MLAR.

C4.2a Assets subject to the credit risk requirement
This is the amount of assets subject to the credit risk requirement computation as shown at line 6A in section L of the MLAR.

This is relevant for a mortgage lender; or mortgage administrator with its administered assets on balance sheet, that undertakes business connected to regulated mortgage contracts and has one or more exposures which satisfy the conditions set out in MIPRU 4.2A.4R.

C4.3 Undrawn commitments
Undrawn commitments means the total of those amounts which a borrower has the right to draw down from the firm but which have not yet been drawn down (see MIPRU 4.2.12R and MIPRU 4.2.13G).

However, undrawn commitments should not be included in the calculation of capital requirements if they have an original maturity of up to one year or if they can be unconditionally cancelled at any time by the lender.

Similarly, existing mortgage offers should not be included in the calculations of capital requirements if the offer has an original maturity of up to one year or can be unconditionally cancelled at any time by the lender.

C4.4 Intangible assets: this is the amount shown at C2.2.

C4.5 Total adjusted assets: this is the sum of C4.2 and C4.3, less C4.2a and C4.4.

C4.6 CAPITAL REQUIREMENT

This section sets out how to calculate the capital requirement for a lender, or an administrator with administered assets on its balance sheet (see MIPRU 4.2.12R, MIPRU 4.2.18R and MIPRU 4.2.23R):

(a) is the minimum requirement of £100,000;
(b) is 1% of the amount shown as total adjusted assets at C4.5, i.e. the assets that are not subject to the credit risk requirement calculation;
### C5 Capital requirements for an administrator not having administered assets on its balance sheet

This section sets out the income-based capital requirements applicable to administrators that do not have the assets that they administer on their balance sheet. The information requirements are detailed in C5.2 – 5.5.

Firms should report the following amounts from both their most recent annual financial statement and their estimated accounts for the current reporting year.

#### C5.2 Total income

Firms should report the amount of total income in their most recent (or other) financial statements, and an estimate of income for the current reporting year.

Total income should include both revenue and gains arising in the course of the ordinary activities of a firm. Revenue consists of commissions, fees, net interest income, dividends, royalties and rent. Only gains that are recorded in the profit and loss account should be included in income. What is relevant for the calculation of income is the amount of actual income generated rather than the gross cash streams of any one transaction (see MIPRU 4.3.7R).

#### C5.3 Relevant adjustments

The following exceptional items must be deducted from the firm’s total income:

1. profit on the sale or termination of an operation;
2. profit arising from a fundamental reorganisation or restructuring having a material effect on the nature and focus of the firm’s operations; and
3. profits on the disposal of fixed assets, including investments held in long-term portfolio.

#### C5.4 Total relevant income

Is the sum of C5.2 minus C5.3.

#### C5.5 CAPITAL REQUIREMENT

This sets out how to calculate the capital requirement for an administrators administrator not having administered assets on its balance sheet (see MIPRU 4.2.19R):

(a) is the minimum requirement of £100,000;
(b) is 10% of the amount shown as total relevant income at C5.4 above; and
(c) is the capital requirement which is the higher of the minimum amount at (a) and the calculation shown at (b).

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### SECTION D1: LENDING – BUSINESS FLOWS AND RATES

D1- For details of the terms ‘Residential lending to individuals’ (and regulated/unregulated), and D4 ‘other secured loans’, see Introduction, paragraphs 4 (i) – (iv).
D1 Loans: Advances/Repayments – Row & Column Analysis

For the two categories of loan assets, details are requested under various transaction columns that explain the transition from the previous quarter’s balances to the current quarter’s balances.

D1 Loans: Advances/Repayments – Transactions (columns)

Advances made in quarter should include:

(a) instalments released in the quarter for instalment advances;
(b) re-advances, i.e. where previous charge cancelled;
(c) further advances;
(d) in the case of loans that have a facility to draw down extra amounts over and above the sum originally advanced, the total of any further amounts drawn down in the quarter;
(e) the deduction from advances made of advance cheques cancelled;

but should exclude:

(f) the amount of any loan books acquired in the quarter (which should be reported in ‘other debits/credits etc’):
(g) retentions imposed, which should be included as they are released;
(h) sundry debits, i.e. any items not approved and not included in commitments, e.g. insurance debits, fines, insurance guarantees, valuation fees, arrangement fees (unless formally treated as part of loan, that is where such amounts are repaid over the period of the loan);
(i) any movements on overdrafts.

Repayment of principal should include:

(a) repayment of principal including capital repayments, full or partial redemptions and the principal element of the normal monthly payment;
(b) mortgage receipts temporarily posted to investment accounts;
(c) transfers from investment accounts to mortgage accounts;

but should exclude:

(d) the amount of any loan book sold during the quarter (to be reported in ‘other debits/credits etc’);
(e) sundry credits to accounts, such as insurance premiums, fines, fees, etc;
(f) advance cheques cancelled;
(g) investment receipts temporarily posted to mortgage accounts;
(h) any movement in overdrafts.

In determining the amount shown under repayment of principal, it is recognised that firms may need to estimate the amount of interest repaid where amounts repaid include both interest and principal, and/or where the amount of interest repayable is not the same as the amount charged (e.g. annual review or deferred interest schemes, or where a loan is not being fully serviced).
Write-offs in quarter

This is the amount of written off mortgage balances in the quarter (and of provisions charged to the income and expenditure account) and is to be on a basis consistent with amounts shown in the firm’s published accounts as ‘written off’ within the analysis of changes in loss provision usually appearing as Notes to the Accounts.

The amount written off may arise for example from:

(a) sale of a property in possession where there is a shortfall; or
(b) a decision to write down the mortgage debt on a loan still on the books. This may arise where the firm has taken the view that it is certain that a loss will arise and that it is prudent to write down the mortgage debt rather than carry the full debt and an offsetting provision. Examples might include certain fraud cases, or where arrangements have been reached with the borrower to reduce the mortgage debt repayable;
(c) the amount should be net of any write-backs in the quarter. If there are more write-backs than write-offs the net figure should be shown as a negative.

Other debits/(credits) and transfers (net) should include:

(a) interest charged to the loan account in the period;
(b) interest repaid during the period;
(c) amounts charged to loan accounts and amounts received from borrowers in respect of such items as insurance premiums, valuation fees, and fines etc;
(d) mortgage balances acquired following takeover / merger;
(e) loan books acquired from other lenders in the quarter;
(f) loan books sold to other lenders in the quarter;
(g) loan books securitised during the quarter;
(h) the transfer of any securitised assets back onto the balance sheet (e.g. following the closure of a securitised pool of loans);
(i) transfers (net) should include any reclassified loans (e.g. where there has been a change in the use of the land on which the loan is secured to/from residential; or a change in status of loan from/to regulated/non-regulated etc);
(j) all movements on overdrafts (that is, net change in overdraft balances), other than write-offs.

NB: Balances on loan books acquired/sold/securitised should be as at the date of the relevant event and not be subject to any revaluation factors.

Overdraft analysis (final 3 columns of D1):

The term “overdraft” here and in other columns of D1, is used to cover two types of revolving credit facilities: overdrafts and credit cards.

The balance at end of quarter in column 6 is further analysed into loan balances excluding overdrafts and, separately, balances on overdrafts.

The final column in D1 represents the sum total, across all overdraft accounts included in the penultimate column, of the individual credit limits on each such overdraft.

D2 Loans: Book movements

The ‘transactions in the quarter’ columns are analyses of amounts already included within the ‘other debits/(credits) and transfers (net)’ column of section D1.
(a) ‘loans acquired’ represents balances on any relevant loan books acquired during the quarter from other lenders;

(b) ‘loans sold’ represents balances on any relevant loan book (i.e. parcel of loans) sold during the quarter to another lender;

(c) ‘loans securitised’ represents balances on any loans that the firm has securitised in the quarter. It includes balances on loans subject to securitisation transactions which should follow MIPRU 4.2.14R to MIPRU 4.2.16G. Securitised loans brought back onto the balance sheet in the quarter should also be included and the amount here should be net of them. If the amount of securitised loans brought back onto the balance sheet is greater than the securitised balance then the net figure should be reported as a negative; and

(d) ‘other’ represents the net amount of other transaction amounts included in ‘other debits/(credits) and transfers (net)’ in D1.

NB: As a result, D2 (item (a) – item (b) – item (c) + item (d)) should equal D1 (item ‘other debits/(credits) and transfers (net)).

The final column ‘balance at end quarter on loan assets subject to non-recourse funding’ represents all such loan assets (and not just the amount treated as transactions in the quarter), and requires the ‘gross amount’ of such loan assets to be reported against relevant line item categories. Non-recourse funding can be established either by contract or in-substance. The ‘gross amount’ is the amount of any such loan that would be shown in a firm’s published or other balance sheet as X in the example below:

| gross loan asset | = | X |
| less non-recourse funding | = | Y |
| net loan asset | = | X-Y |

In the analysis here at D2, it is therefore the gross loan asset at the end of the reporting quarter that should be reported in the final column. Once securitised, it is recognised that end quarter gross balances will not necessarily remain constant (due either to borrower repayments, the possibility of any further advances, or other arrangements for ‘topping up’ a pool of securitised loans, etc).

**D3 Loans: Interest rates**

**Basis**

Interest rates in this table are nominal annual rates charged to the customer on loan accounts excluding overdrafts (as defined in D1). They should ignore the effect of any interest rate swaps or other hedging contracts that might exist, and also ignore the effect of any offsetting deposit account (as for example in the case of an offset mortgage).

This provides an analysis of weighted average interest rates for the loan assets reported under ‘Loans excluding overdrafts’ in column 7 of D1 above. ‘Interest rates at end of quarter’ (columns 4, 5, and 6 of section D3) means rates applying at least throughout the last day of the quarter, so firms should not use rates which only come into operation at the beginning of the next quarter. Points to note on specific columns are:

(1) **Balances at end quarter**

Accrued interest should be included (even though it is excluded when computing the weighted average rate).

The first ‘of which’ analysis is designed to obtain information on balances subject to fixed rates of interest and balances subject to variable rates of interest. (The two amounts should add to the balance in column 1). For these purposes:

‘fixed’ means the rate of interest is fixed for a stated period. It should also include any products with a ‘capped rate’ (i.e. subject to a guaranteed maximum rate) and any products that are ‘collared loans’ (i.e. subject to a minimum and a maximum rate). Annual review or stabilised payment loans should be excluded (since the purpose is merely to smooth cash flow on variable rate loans);
variable' includes all other interest rate bases (i.e. other than those defined above as ‘fixed’) applying to particular products, including those at, or at a discount or premium to, one of the firm’s administered lending rates; those linked to Libor (or other market rate); those linked to an index (e.g. FTSE) etc. However if any such loan products are subject to a ‘capped rate’, then treat as 'fixed'.

The second 'of which' analysis is designed to obtain information on loan balances according to whether the nominal annual interest rate charged to the customer at the quarter-end is higher than the prevailing Bank of England Base (or repo) Rate (BBR). For these purposes the BBR is that applying on the last day of the reporting quarter. The analysis is subdivided into four categories:

(a) loan balances where the rate charged is less than 2% above BBR. Include here also all loan balances where the rate charged is less than BBR (as a result the sum of these four columns will equal the figure in the TOTAL column);

(b) loan balances where the rate charged is 2% or up to 3% above BBR;

(c) loan balances where the rate charged is 3% or up to 4% above BBR;

(d) loan balances where the rate charged is 4% or more above BBR.

(2) Weighted average nominal annual rates

(a) Interest rates reported in Table D3 provide a broad indication of market rates. They should ignore the effect of any interest rate swap or hedging. For each line item the weighted average rate should be derived as follows:

(i) identify the various nominal/quoted interest rates that apply to elements of this line item; then

(ii) for each separate nominal/quoted rate, multiply that rate by the amount of end quarter balances (excluding accrued interest) for which that rate applies; and

(iii) add up the results of (ii) for all the different rates for this line item; and

(iv) divide the total calculated in (iii) by the corresponding end quarter balance in column 1, 2 or 3 less accrued interest (against the line item concerned).

NB: in the 'of which' analysis that requires separate reporting of weighted 'fixed' and 'variable' rates, a cross check for each row is that the weighted average nominal rate on all balances is equal to the weighted average of the reported fixed and variable rates in the subsequent two columns.

D3.1 – Other Points

3.8 The interest rate to be used is the rate charged to the loan account, which in certain circumstances will differ from the interest rate ‘payable’ by a borrower. These circumstances include deferred interest loans, interest roll-up loans, annual review schemes or where the loan is not performing.

Advances in quarter refers to the same amount as covered under ‘advances in quarter’ in the Loans: Advances/Repayments analysis in Section D1 above.

D4 Loans: Commitments (columns)

Commitments made since end of previous quarter

should include:

(a) the aggregate of formally agreed advances (whether or not the mortgage offer has been accepted by the prospective borrower), including amounts recommended for retention, all instalment elements, and further advances;

but should exclude:
(b) commitments from previous quarters that have been cancelled in the current quarter;
(c) retentions imposed and subsequently not released;
(d) instalment commitments that have not been taken up;
(e) advance cancellations that are not re-issued;
(f) sundry debits, e.g. insurance debits, fines, insurance guarantees, valuation fees, arrange-
    ment fees etc (unless formally treated as part of the loan, that is where such amounts are repaid over the period of the loan).

Cancellations in quarter
Includes (b), (c), (d) and (e) above.

Advances made in quarter
This refers to the same amount as covered under ‘advances in quarter’ in section D1 above.

Other debits/(credits) and transfers (net)
This is unlikely to be needed on a routine basis. It is intended to cover less frequent events such as loan commitments acquired on merger with another firm or acquisition of a loan book; or transferred on sale of a package of loans; or where ‘commitments outstanding’ need adjusting for reasons not attributable to other columns.

SECTION E: RESIDENTIAL LOANS TO INDIVIDUALS - New business profile

E1-6 Gross advances in quarter
Covers actual advances made in the quarter. For these purposes separate advances (e.g.
stage payments) made in the period on the same mortgage should count as a single ad-
vance for the ‘number’ column in sections E3, E4, E5 and E6.

NB: ‘gross advances’ should be compiled on the same basis as in section D1 above and there-
fore relevant totals for each section in E1 to E6 should also agree with the amount of gross
advances reported in D1.

E3-6 Balances outstanding
Covers balances at end of the quarter. Relevant sub-totals should agree with corresponding
balances shown under ‘Loans excluding overdrafts’ in column 7 of D1.

E1/2 By Income Multiple and LTV (Loan to Valuation ratio)
The amount to be included in the table is the gross advance, but its allocation to a specific
cell is determined according to income multiple and LTV which are both defined using the
size of the loan (as defined below).

For second charge regulated mortgage contracts, the calculation of income multiples and
LTVs are to also include the outstanding balance of the first charge regulated mortgage con-
tract and any higher priority second charge regulated mortgage contracts.

E1/2 By Income Multiple and LTV
Income multiple based on single or joint incomes
For this analysis, ‘income’ should be taken as gross annual income before tax or any other
deductions.

The loan should first of all be categorised to ‘single’ or ‘joint’ income basis, and the income
multiple calculated as described below:

(i) Single income basis. This means only one person’s income was taken into account
    when making the lending assessment/decision.

    The income multiple here is the total loan amount divided by the borrower’s total
    income (total of the borrower’s main income and any other reckonable income, e.g.
    overtime, to the extent that the firm takes such additional income into account in
    whole or in part).
(ii) **Joint income basis.** This means that two or more persons' incomes were used in the lending assessment/decision.

The income multiple here is the total loan amount divided by the aggregate income of the two or more borrowers.

(iii) **Other.** This category is to be used when the loan assessment is based, only partly or not at all, on one or more persons' incomes. Thus include here:

**Under Single Income section** (E1.6/E1.13)

- **Buy to let loans** where the loan assessment is based on the rental yield of the property (but not buy to let loans based solely on one or more persons' incomes which should be shown against the relevant income multiple category);

- **Lifetime mortgages** since in most if not all instances, the concept of a supporting income is not applicable;

- **Other products** (no current examples)

**Under Joint Income section** (E2.6/E2.13)

- **Business loans**, where typically the loan assessment will be based on mixed sources of business/personal income or perhaps just on the capacity of a person's business to support the loan;

- **Other products** that have similar characteristics, that is where the loan assessment is based on either mixed income sources or non-personal incomes.

(iv) **Not evidenced.** This 'of which' analysis applies to loans made on the basis of one or more persons' incomes, and therefore should exclude any loans reported in "Other" (defined in (iii) above).

It covers loans where: the lender has no independent documentary evidence to verify income (e.g. as provided by an employer's reference, a bank statement, a salary slip, a P60, or audited/certified accounts).

For the purpose of **income multiples**, the multiple is of **loan** to income where **loan** is as defined below.

**Loan to valuation ratio LTV**

Should be based on the following:

(i) **loan** is defined for:

(a) **new borrowers** - as the amount of actual advance or, in the case of loans where the amount advanced in the period is less than the total amount of the loan which the **firm** has agreed to lend (for example loans with additional drawing facilities or loans involving installments/stage payments/retentions), is the amount of committed advance (including any committed drawing facilities);

(b) **existing borrowers** - as the total amount of debt outstanding including the further advance plus any committed drawing facilities at the time of the further advance;

and will include MIG ("mortgage indemnity guarantee"), building and other insurance premiums and other sundry items if these are included in the amount advanced;

(ii) **valuation** is to be taken as the most recent valuation of the property which is subject to the mortgage (the existence of additional collateral on any other property should be ignored when calculating LTV). For these purposes, "recent valuation" can either be based on an actual valuation, or an estimated valuation using indexed valuation methodology applied to an original actual valuation. In the case of staged construction or self-build schemes, valuation means 'expected final value of the property' at the time the **firm** is committed to making the loan (i.e. takes the lending decision).
E3 Credit history

This seeks to categorise lending in terms of a borrower’s previous credit history, as measured at the point when the new advance is made. For these purposes, it is only necessary to establish a borrower’s credit history at a single point in time, i.e. at the time of making the loan. In practice this will usually be done at the ‘offer’ stage of making a loan. It is not intended that credit history should be reassessed after the loan has been made. However, if a further advance is made, then it will be necessary to re-assess.

In particular the aim is to separately identify under the heading 'Impaired credit history', those loans where it appears that the borrower has some form of adverse credit history:

(i) at the point when the new advance is made and the loan is reported under ‘Gross advances’;
(ii) subsequently for reporting under ‘Balances outstanding’, the amount of the loan at the quarter end to such a borrower (who at the point when the present loan was advanced, was deemed to have had an adverse credit history).

However, if there is subsequently a further advance on the loan (which will be reported under ‘Gross advances’ in E3), this is an occasion to re-assess the borrower’s credit history. At that stage, the total amount of the loan (including further advance) should be classified under ‘Balances outstanding’ on the basis of the credit history as determined at the time of making the further advance. This means that the further advance and total loan amount will be reported on a consistent basis.

E3.1 Impaired credit history

If any of the following conditions are met at the time of making the loan, the borrower should be reported as having an impaired credit history:

(i) arrears on a previous (or current) mortgage or other secured loan within the last two years, where the cumulative amount overdue at any point reached three or more monthly payments;
(ii) arrears on a previous (or current) unsecured loan within the last two years, where the cumulative amount overdue at any point reached three or more monthly payments;
(iii) one or more county court judgments (CCJs), with a total value greater than £500, within the last three years;
(iv) being subject to an Individual voluntary arrangement (IVA) at any time within the last three years;
(v) being subject to a bankruptcy order at any time within the last three years;

but firms should not include technical arrears as part of the above definition. Technical arrears means circumstances where the borrower has been the victim of a banking error giving rise to late payment.

NB: In (i) to (v), firms should ignore whether the borrower has subsequently paid off arrears, or has satisfied/discharged a CCJ or IVA or bankruptcy.

In the case of loans involving two or more borrowers, the impaired credit test is whether any one of the borrowers individually meets any of the five listed impaired credit conditions.

E4 Payment type

This section analyses loans in terms of how the borrower is contractually expected to service the loan, and is split into four categories:

• repayment;
• interest only;
• combined; and
• other.
### E4.1 Repayment (capital and interest)
This is the traditional payment option available to borrowers. Such loans involve regular periodic payments covering interest for the period and some repayment of capital.

### E4.2 Interest only
This is the type of loan which requires the borrower to make regular payments of interest only (i.e. without any obligation to make periodic payments of capital). It includes 'endowment' type loans, others having an independent ultimate repayment vehicle (e.g. PEP, ISA or pension mortgages), as well as other interest-only loans where there is either no specific ultimate repayment vehicle in place or where the lender does not formally require one to be in place.

### E4.3 Combined
This section is for loans where both of the above payment types are in place (i.e. part of the loan is 'repayment', and part is 'interest only').

### E4.4 Other
This category will contain loans where no regular periodic payment obligation is in place, for example secured overdraft facilities or secured credit cards, and lifetime mortgages.

### E5 By drawing facility
These are loans which include an option to draw down further amounts (i.e. where, at the outset of the loan, extra drawing rights exist over and above the original amount advanced, but not those arising only in relation to previous overpayments).

The drawing facility category is also meant to indicate a facility that is only exercisable by the borrower (e.g. via a cheque book, online transaction or on demand). It would therefore not apply to situations where a loan is merely subject to retentions or stage payments, since the borrower does not have a draw-down option that they can exercise.

#### E5.1 Extra drawing facility
These are loans which in general are structured as follows:

**Example structure when flexible loan contract agreed**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount of loan advanced</td>
<td>£65,000</td>
</tr>
<tr>
<td>Amount of extra drawing facility agreed to (but not advanced at outset of loan)</td>
<td>£15,000</td>
</tr>
<tr>
<td>Total loan facility up to</td>
<td>£80,000</td>
</tr>
</tbody>
</table>

#### E5.1 (a) Loans including unused facility
This means the total loan facility i.e. the sum of the amount of loan advanced and the amount of extra drawing facility agreed (but not advanced at the outset of the loan):

1. **gross advances in quarter** should detail those loans that include an extra drawing facility: show the number and amount of such loans;
2. **loans outstanding** means the end quarter balances (on original advance plus any subsequent draw downs) plus the residual amount of any unused drawing facility that remains available to the borrower: show the number and amount of such loans.

#### E5.1 (b) Unused facility
This is the amount of the extra drawing facility that has not been drawn down by the borrower:

1. **gross advances** in quarter should detail the unused facility element of such loans: show the amount;
(ii) loans outstanding means the end quarter balances of any unused extra drawing facility that remains available to the borrower: show the amount.

(c) Net loans
This can be calculated by subtracting the entry in row b) from the entry in row a).

E5.2 Loans with no extra drawing facility
Firms should report all other loans here.

E5.3 TOTAL
This figure should be calculated as follows:
(i) for ‘Number’ by adding E5.1(a) and E5.2, and
(ii) for ‘Amount’ by adding E5.1(c) and E5.2.

E6 By purpose

E6.1/2 House purchase
Loans where the borrower is purchasing a house (or flat etc). Firms should include stage payments on such transactions here and not in ‘further advances’. A distinction is drawn between loans for house purchase where the purpose is for owner occupation, or for buying with a view to letting (‘buy to let’).

Loans for owner occupation are required to be sub divided into those to first time buyers (FTBs, that is where the tenure of the main borrower immediately before this advance was not owner-occupier) and those to other buyers.

E6.2 Buy to let (BTL)
Such loans typically involve the borrower purchasing a residential property with the intention of letting it out on a rental basis.

The majority of BTL loans will be those used by the borrower to acquire a property with the intention of letting it on a commercial basis to unrelated third parties. That is to persons who, in relation to the borrower, are not ‘related persons’ (where ‘related persons’ are those set out in subsections (A), (B) and (C) of section 4 (iv) of the Introduction). These BTL loans are not regulated mortgage contracts and hence should be shown in columns 5 to 8 of E6.2 under ‘Non regulated loans’.

However, where a BTL loan is used by the borrower to acquire a residential property that will be occupied by a related person, such a loan will normally be a regulated mortgage contract (providing it satisfies the other requirements of a regulated mortgage contract) and should therefore be shown in columns 1 to 4 of E6.2 under ‘Regulated loans’. An example of such a loan is where a parent buys a house or flat for use by a student son or daughter, with a plan to take in other students on a rental basis.

Further advances and remortgages on any BTL loans should be included within E6.2.

E6.3 Further advance
A further loan (either as a normal further advance, or as a second charge loan where the firm has the first charge) to an existing borrower of the firm, secured on the same property.

The underlying purpose of the further advance is not relevant and could include e.g. purchasing freehold interest in a currently owned leasehold property; buying a second property on the security of the first; as a consumer loan fully secured on residential property; or as a ‘drawdown’ on a flexible mortgage.

However, further advances on existing buy to let loans, and on lifetime mortgage loans should instead be reported against E6.2 and E6.6 respectively.
E6.4/5 Re-mortgage

Loans where the borrower is not moving house but is refinancing an existing loan, either one already with the firm or one from another lender. The whole amount of the new advance should be classified as a ‘re-mortgage’ even if it is larger than the existing loan.

Re-mortgages from another lender are well understood, and need no further comment.

But a ‘re-mortgage’ by one of a firm’s existing borrowers (i.e. ‘own borrower’ in E6.4) will not always be transacted in exactly the same way by different lenders. The following comments are designed to provide some illustrative examples, and indicate how the actual transaction between lender and borrower should be reported:

• Example 1: borrower changes from variable rate to fixed rate, with loan amount unchanged, at say £100k. Some lenders’ systems formally treat this as a redemption and a new loan advance which is reportable under “advances” in D1 (in which case report as "re-mortgage" under this analysis of advances in E6), but other lenders treat it as an interest variation and not as a new advance (so not included in advances in D1 or E).

• Example 2: borrower changes from variable rate to fixed rate and takes out additional loan at the same time, say extra £25k on top of existing £100k. Some lenders will treat as a redemption of £100k and a new advance of £125k (in which case the £125k is a re-mortgage), but others may treat as two loans (with first loan regarded as just subject to an interest rate variation, and the extra loan as a "further advance").

• It is recognised that practices vary among lenders when it comes to further advances or re-mortgages. What is important is that the actual transaction between the lender and the borrower is reflected in the MLAR.

• Thus if a firm genuinely treats the advance of new money as a further advance (perhaps setting up a second sub-account), then that should be reported as such (e.g. at E6.3).

• However if the old loan is formally replaced with a new loan (at the same or increased size) and this is reported in "advances" in D1, then the new loan should similarly be reported in E, and in E6.4 shown as a "re-mortgage".

NB: However, re-mortgages on existing buy to let loans, and on lifetime mortgage loans, should instead be reported against E6.2 and E6.6 respectively.

E6.6 Lifetime mortgages

(i) Regulated loans: Lifetime mortgages (columns 1 to 4)

This is defined in the Handbook as follows:

(1) an article 3(1)(b) credit agreement or a regulated mortgage contract which is not a retirement interest-only mortgage, under which:

(a) entry into the mortgage is restricted to older customers above a specified age; and

(b) the lender may or may not specify a mortgage term, but will not seek full repayment of the loan (including interest, if any, outstanding) until the occurrence of one or more of the specified life events; and

(c) while the customer continues to occupy the mortgaged land as their main residence:

(i) no instalment repayments of the capital and no payment of interest on the capital (other than interest charged when all or part of the capital is repaid voluntarily by the customer) are due or capable of becoming due; or

(ii) although interest payments may become due, no full or partial repayment of the capital is due or capable of becoming due; or

(iii) although interest payments and partial repayment of the capital may become due, no full repayment of the capital is due or capable of becoming due; or
(2) an MCD exempt lifetime mortgage which is not a retirement interest-only mortgage.

(ii) Non-regulated loans: ‘Lifetime mortgage’ (columns 5 to 8)
Loans to be included under these columns include:
- loans having broadly similar characteristics to those set out in (i)(a), (b) and (c) above, but which were advanced before 31 October 2004. Such loans will usually have been known as ‘equity release loans’;
- loans made after 31 October 2004, which whilst not satisfying the full criteria needed to be classed as a regulated mortgage contract (e.g. since a second but not a first charge is taken), nonetheless match the characteristics set out in (i)(a), (b) and (c) above.

(iii) Further advances and re-mortgages on any of the loans described in (i) and (ii) above, should be included within E6.6

E6.7 Other
Would include for example where a borrower is not moving house but takes a loan on the security of his previously unmortgaged property.

SECTION F: LENDING - ARREARS ANALYSIS

Introduction
The guidance notes in this section serve two purposes: they provide guidance for

(i) Items F1 to F5 shown in MLAR table F.
For these sections, the analysis of lending refers to on-balance sheet loan assets only but excluding overdrafts (i.e. as included under ‘Loans excluding overdrafts’ in column 7 of section D1 of table D).
The responsibility for completing table F lies with the authorised lender, irrespective of whether the lender administers the loans itself or out-sources the administration elsewhere. The information should therefore appear as part of the lender’s MLAR.

(ii) Items H1 to H5 shown in MLAR table H.
For these sections, which cover reporting of arrears by firms with a mortgage administrator’s activity, the analysis should include arrears in respect of the types of residential loans to individuals set out in the guidance notes for table G, but only where the firm is acting as ‘principal administrator’. For guidance on items H1 to H5 see corresponding guidance against items F1 to F5. Similarly references in the guidance notes to any items F1 to F5 should also be read as referring to items H1 to H5 when completing table H.

F1 – F4 Arrears categorisation by type of loan
For these sections, the analysis of lending is divided into two main types:

(i) residential loans to individuals (split between regulated and non-regulated business);

(ii) all other secured loans.

The analysis is based on expressing the amount of arrears on each loan as a percentage of the customer’s balance outstanding on the loan, allocating cases to relevant arrears bands, providing details of cases moving up into more serious arrears bands in the quarter, and giving information on loan performance during the quarter. (In cases where there is more than one loan secured on a single property, these should be amalgamated, where possible, in reporting details of arrears cases.)
**Definitions of terms** used above, and those related to them, are given below in sections having side headings numbered 1, 2, 3, 4, 5 and 6.

In **possession** cases should be included here where the property is taken in possession (through any method e.g. voluntary surrender, court order). For development loans in particular, cases should also be included where the appointment of a receiver and/or a manager has been made, or where the security is being enforced in other ways (which may or may not also involve the existence of arrears e.g. building finance case with interest roll-up, no arrears, but a current valuation is less than the outstanding debt).

1. **Balance outstanding (columns 3 and 6)**

   1.1 This is the amount of total debt at the reporting date, and should comprise the total amount outstanding (after deducting any write-offs but without deduction for any provisions) in respect of:

   (i) the principal of the advance (including any further advances made);

   (ii) interest accrued on the advance (but only up to the reporting date), including any interest suspended;

   (iii) any other sum which the borrower is obliged to pay the **firm** and which is due from the borrower, e.g. fees, fines, administration charges, default interest and insurance premiums;

   and is intended to be consistent with the basis used for presentation of gross balances outstanding shown in the balance sheet section of the return (i.e. at A3 Column 1 for on-balance sheet or unsecuritised balances, and at A3 column 4 for securitised balances), with the addition for tables F and H of any interest suspended not included in the balance sheet.

2. **Amount of arrears (columns 2 and 4)**

   2.1 Arrears will arise through the borrower failing to service any element of his debt obligation to the **firm**, including capital, interest, fees, fines, administrative charges, default interest or insurance premiums.

   2.2 At the reporting date, the **amount of arrears** is the difference between:

   (i) the accumulated total amounts of (monthly or other periodic) **payments due** to be received from the borrower; and

   (ii) the accumulated total amount of **payments actually made** by the borrower.

   2.3 Only amounts which are **contractually due** at the reporting date should be included in 2.2(i) above. That is:

   (i) include accrued interest only up to the reporting date but not beyond; and

   (ii) only include a proportion of any annual insurance premium if the **firm** permits such amounts to be paid in periodic instalments. However if the terms of the loan or the lender’s practice are such as to permit insurance premiums to be added to the loan principal then do not treat such amounts as contractually due;

   (iii) similarly, where ‘any other sum’ has been added to the loan (see 1.1 (iii) above), only include such proportions as are contractually due (e.g. if it is the practice in particular circumstances to add the sum/charge to the loan and require repayment over the residual term of the loan);

   (iv) in assessing ‘payments due' when a borrower has a **flexible loan**, it is important to apply the contractual terms of the loan: for example, payment holidays which satisfy the terms of the loan should not be treated as giving rise to an arrears position;
(v) do not however include 'Deeds Store' loans in the arrears figures (that is, loans where the debt is de minimis e.g. £100, but the borrower still has insurance premiums to pay and perhaps some instalments are overdue).

2.4 In the case of annual review schemes the 'payment due to be received' under 2.2(i) is that calculated under the scheme. This may well differ from the amount charged to the account but should not of itself give rise to any arrears, providing the borrower is making the level of payments advised by the firm. The same principles apply to deferred interest products - if the borrower is making the payments that are required under the loan arrangements then he or she is not in arrears, even though the debt outstanding is increasing.

2.5 Where a firm makes a temporary ‘concession’ to a borrower (i.e., an agreement with the borrower whereby monthly payments are either suspended or less than they would be on a fully commercial basis) for a period, the amounts included in 2.2(i) are those contractually due (and at commercial rates of interest). Hence the borrower will continue to be in arrears and the level of arrears will in fact continue to increase until such time as he or she is able fully to service the debt outstanding.

2.6 Where the terms of the loan do not require payment of interest (or capital) until a stated date or until redemption or until certain conditions are triggered, as for example in the case of certain building finance loans, then the loan is not in arrears until such time as contractual repayments are overdue. There may be circumstances however where, even though the loan is not in arrears, it falls to be reported under F1.6, F2.6, F3.6 or F4.6. (See notes on F1.6/F2.6/F3.6/F4.6 at the beginning of Section F.)

2.7 The reporting treatment of cases where arrears have been capitalised is dealt with in section 3 below.

2.8 Where a ‘capitalisation’ case has at one time been correctly removed as fully performing (see section 3) but at some later time defaults, then this should be treated as a new default and the amount of arrears taken as that arising from this new default. That is, the previously capitalised arrears should not be reinstated as current arrears.

3. Capitalisation of arrears and reporting criteria

3.1 By ‘capitalisation’ we mean a formal arrangement agreed with the borrower to add all or part of a borrower’s arrears to the amount of outstanding principal (i.e. advance of principal including further advances less capital repayments received during the period of the loan) and then treating that amount of overall debt as the enlarged principal. This enlarged principal is then used as the basis for calculating future monthly payments over the remaining term of the loan. Where less than the full amount of arrears is capitalised (or indeed where none of the arrears is capitalised) then, providing there are arrangements made for the borrower to repay the non-capitalised arrears over a shorter period ranging for example from 3 to 18 months, this type of arrangement should also be regarded as an equivalent of ‘capitalisation’.

3.2 The decision to ‘capitalise’ (or treat as if capitalised) is a business decision between the firm and the borrower. However for the purposes of consistency in reporting arrears cases in table F (and reporting capitalisations in section F5) the following reporting criteria should be used where a firm has capitalised the loan (or treated as if capitalised) and reset the monthly payment:

(i) such an arrears case should continue to be included in sections F1 – F4 as an arrears case until the loan has been ‘fully performing’ (see (ii) below) for a period of six consecutive months (any temporary increase in arrears during this qualifying period has the effect of requiring six consecutive months of fully performing after such an event). Until that time it should be included in table F, and be allocated to the arrears band applicable at each reporting date as if ‘capitalisation’ had not taken place;
for these purposes a loan is considered to be 'fully performing' only where the borrower has been meeting all obligations on the loan with regard to repayments of principal, interest (at a normal mortgage rate on the full balance outstanding, including as appropriate any relevant past arrears), any payment towards clearing past arrears as agreed with the firm and any default payments due levied in respect of previous missed repayments. That is, amounts may be either added to the principal of the loan or otherwise repaid over a shorter period than the residual term of the mortgage, as agreed between firm and borrower. But then this revised payment schedule must be fully maintained for a six month period before the arrears can qualify to be treated as capitalised for reporting purposes and hence removed from the arrears cases in table F;

(ii) arrears cases qualifying as ‘fully performing’ under (ii) should then be omitted from sections F1-F4, and should then be reported in section F5 for the same reporting period during which the removal occurs.

4. Cases entering higher (i.e. more serious) arrears band in quarter (columns 1 to 3)

This refers to those cases now included in a particular arrears band which may have been classified in a less severe (i.e. lower numerical) band at the end of the previous quarter, but which have deteriorated sufficiently during the quarter to move to a more severe arrears band. This would mean, for example, that cases that were previously excluded from the arrears table being less than 1.5% in arrears would now be entered in the ‘1.5 < 2.5%’ arrears band (i.e. greater than 1.5% and less than 2.5%) in F1.1, and F1.6 (and F2.6/F3.6/F4.6) will show details of those cases taken into possession during the quarter which were previously classified as in arrears under any of F1.1-1.5 (or F 2.1-2.5/3.1-3.5/4.1-4.5, as the case may be). Cases which have improved during the quarter and which could now be classified in a less severe arrears band should not be included in these 3 columns.

5. Number (of cases) (Columns 1 and 4)

5.1 In cases where there is more than one loan secured on a single property, these should be amalgamated, where possible, in reporting details of arrears cases.

5.2 In cases involving, for example, arrears on loans to property developers (which would come under F4), the loan should count as a single case in the number column irrespective of the number of properties on the development itself.

6. Performance of current arrears cases (column 7)

6.1 This analyses all those arrears cases included in columns 4 to 6 and gives a measure of performance covering all of the loans in a particular arrears band at the end of the quarter. The measure, which compares 'actual' with 'expected' payments, is required to be calculated for a single time period: the 3 months covered by the firm’s latest financial quarter. For this time period, the performance measure should be calculated as a percentage as follows:

\[
\text{Performance Measure} = \frac{\text{total of 'payments received' from borrowers} 	imes 100}{\text{total of 'payments due' from borrowers}}
\]

(i) 'payments due' means amounts due under normal commercial terms (and not the lesser amounts which may have been agreed as part of any temporary arrangement) fully to service the loans: that is the balances outstanding including those elements referred to in 1.1 above such as insurance, fees and fines. (If for some reason this is not readily available then a suitable approximation can be derived for each relevant quarter by applying one quarter of the annual interest rate to the appropriate balance outstanding, and adding in other payments due for example insurance, fees and fines); and

(ii) 'payments received' should be limited to regular repayment of interest, capital and other sundry charges to the loan account, and should exclude abnormal re-payments (e.g. sale proceeds of property in possession, and large lump sum payment of part or all of the outstanding balance). The reasoning behind this is
that excess payments on one or more arrears cases would otherwise have the effect of compensating for underpayment on other arrears cases and, as a result, give an overstated performance measure. Therefore, in compiling aggregate payment received figures (as part of the payment performance ratio) the contribution from an individual loan in arrears should be limited to no more than the 'payment due' amount.

6.2 The amount to be entered on the return is a percentage to 2 decimal places. Given the limitation described in 6.1 (ii), it cannot exceed 100%.

6.3 In calculating the performance measure on possession cases (F1.6, F2.6, F3.6 and F4.6), the following points are relevant:

(i) 'payments received': in many cases these may be nil, but not always since the property in possession may be let out and a rental income received. In each case the payment received should be included for the purposes of calculating the performance measure;

(ii) 'payments due': in recognition of the fact that amounts of interest will still be charged to the borrower’s account, then the ‘payments due’ should be calculated as three months’ interest at normal commercial rates of interest;

(iii) however, in F1.6, F2.6, F3.6 and F4.6, it is likely that the performance measure will in most instances be zero;

(iv) the relevance of the above however, is that ‘payments due’ on possession cases need to be computed in order to feed into the overall performance measure at F1.6, F2.6, F3.6 and F4.6.

6.4 The overall measure of performance at F1.7 (and similarly at F2.7, F3.7 and F4.7) includes possessions, and is the ratio of:

(i) ‘payments received’ on all cases in F1.1 to F1.6

(ii) ‘payments due’ on all cases in F1.1 to F1.6 The same approach should be used for F2.7, F3.7 and F4.7.

F5 Arrears management

Number of sales/Number of (arrears) cases

In cases where there is more than one loan secured on a single property, these should be amalgamated where possible in reporting details of possession cases sold during the period in F5 (column 1), and details of arrears cases in F5 (columns 3 and 4).

Balance outstanding

In F5 (columns 2 and 5) this is as defined in section F/1 paragraph 1.1 (including in the case of properties sold the costs of sale where these have been debited to the borrower’s account), and should be the balance at the end of the quarter.

Possession sales during quarter

Firms should include in F5 (columns 1 and 2) all properties sold in the quarter irrespective of whether losses have occurred.

Capitalisation of arrears cases in quarter

Details should be given in respect of those cases which, having previously been in the reported figures in table F on arrears, have now been capitalised (or treated as if capitalised), have satisfied certain performance criteria for six months, and have been removed during the latest quarter from the arrears figures which now appear in sections F1 – F4. See paragraph 3 of section F of the guidance notes.

Cases involving temporary concession or arrangement
Supplementary Reporting Requirements

Annex 19B

In respect of the number of cases in arrears at the end of the quarter (i.e. reported in F1 to F4.7), details should be given of those cases for which the lender has taken steps to assist the borrower in some way.

Specifically, *firms* should state in how many cases a temporary concession has been made (see paragraph 2.5 in Section F), and in how many cases a formal arrangement to capitalise has been made (see paragraph 3.1 in section F, which also includes within the term 'arrangement' the example of a borrower making increased monthly payments to reduce some or all existing arrears). The balancing number should be shown in the next column 'No concession/arrangement'.

**SECTION G: MORTGAGE ADMINISTRATION – BUSINESS PROFILE**

**Introduction**

Article 61 of the Regulated Activities Order establishes administering a regulated mortgage contract as a regulated activity. This applies equally to those *firms* that are lenders, and those whose principal business is to undertake mortgage administration on behalf of third parties.

For *firms* that are authorised as mortgage administrators only, the information sought in this section will enable the appropriate regulator to establish the extent and nature of the *firm's* mortgage administration business. The appropriate regulator will be able to assess the potential risks posed by the *firm's* business activities and tailor its regulatory response accordingly.

A mortgage administrator is a *firm* with permission (or which ought to have permission) for administering a regulated mortgage contract and where, as defined in article 61(3)(b) of the Regulated Activities Order, administering a regulated mortgage contract consists of either or both of:

- notifying the borrower of changes in interest rates or payments due under the contract, or of other matters of which the contract requires them to be notified; and
- taking any necessary steps for the purposes of collecting or recovering payments due under the contract from the borrower;

But a person is not to be treated as administering a regulated mortgage contract merely because they have or exercise, a right to take action for the purposes of enforcing the contract (or to require that such action is or not taken).

You should note that this section applies to *firms* with just a mortgage administrator's activity and those with both a mortgage lender's and mortgage administrator's activity.

You should also note, however, that if you have both a mortgage lender's activity and a mortgage administrator's activity to administer your own book and do not have any off-balance sheet loans to administer, then you should not complete this section of the *MLAR*.

‘Principal’ and ‘Other’ Administrators

Because of the extent of specialisation and separation of activities in the provision of mortgage lending and administration services, we need to identify whether a firm that is authorised as a mortgage administrator is acting for *MLAR* purposes as a ‘principal administrator’ or as an ‘other administrator’:

- **Principal administrator**: this is where your firm is authorised to undertake a mortgage administrator's activity, and is exercising that activity on behalf of either a lender or other firm that is not itself authorised to undertake a mortgage administrator's activity;

- **Other administrator**: this is where your *firm* (although authorised to undertake a mortgage administrator's activity) is undertaking loan administration for either a lender or other firm which itself is also authorised to undertake a mortgage administrator's activity. In this situation, your firm is not regarded as the ‘principal administrator’, and you are merely acting on behalf of an authorised mortgage administrator.
G1 Mortgage contracts administered at end-quarter

Where your firm is acting as Principal administrator (columns 1-3)

Collects data on mortgage contracts administered as at the end of the quarter, but only where you are formally acting as principal in exercising a mortgage administrator’s activity. It therefore excludes the reporting of:

• any loan administration where you, being a firm without a mortgage administrator’s activity, are merely providing an outsourced service for a third party which does have a mortgage administrator’s activity and which is exercising it in respect of those loans; and

• any loan administration where you, a firm having a mortgage administrator’s activity, are acting as agent and providing an outsourced service for a third party which itself has a mortgage administrator’s activity and which is exercising it in respect of those loans.

If you also have a mortgage lender’s activity, then you should treat your own on and off-balance sheet loans as follows:

(i) your firm’s on-balance sheet loans should be excluded from G1.1 a) and G1.2 a). These items will therefore only include loans administered for third party lenders who do not themselves have a mortgage administrator’s activity;

(ii) your firm’s off-balance sheet loans should be included in G1.1 c) and G1.2 c). These will be the loans you have shown in section A3 ‘Securitised balances’ under ‘gross balances’. (These items G1.1 c) and G1.2 c) will also include loans you administer for other special purpose vehicles where you are formally exercising your mortgage administrator’s activity).

Where your firm is acting as Other administrator (columns 4-6)

Record under these columns all of the mortgage contracts administered at the end of the quarter where you are not acting as a principal administrator.

G1.1 Number of loans

You should detail the number of regulated mortgage contracts administered as at the end of the quarter for firms with a mortgage lender’s activity, for other firms (i.e. lenders for which you administer mortgages but they themselves do not have a mortgage lender’s activity) and for special purpose vehicles (‘SPVs’) (i.e. firms that fall within the Handbook definition of a special purpose vehicle).

You should also detail the number of non-regulated loans administered as at the end of the quarter for firms with a mortgage lender’s activity, for other firms (i.e. lenders for which you administer mortgages but they themselves do not have a mortgage lender’s activity) and for SPVs.

The total (all loans) is the sum of regulated mortgage contracts and non-regulated loans.

G1.2 Balance outstanding on loans

You should detail the balances outstanding on all regulated mortgage contracts that you administer as at the end of the quarter for firms with a mortgage lender’s activity, for other firms (i.e. lenders for which you administer mortgages but they themselves do not have a mortgage lender’s activity) and for SPVs.

You should detail the balances outstanding on all non-regulated loans that you administer as at the end of the quarter for firms with a mortgage lender’s activity, for other firms (i.e. lenders for which you administer mortgages but they themselves do not have a mortgage lender’s activity) and for SPVs.

The total (all loans) is the sum of regulated mortgage contracts and non-regulated loans.
G2 Lenders for whom mortgage administration was being carried out at quarter-end

Collects data only on the top five lenders for each category by value (i.e. the largest five firms by value, based on balances outstanding on regulated loans) for whom mortgage administration was being carried out at the quarter-end. (Details on other lenders are not required to be shown, over and above the top five listed in each category.)

The analysis required in G2 covers all mortgage administration activity undertaken by your firm, irrespective of whether your firm is acting as a ‘principal’ or ‘other’ administrator. The final column of the analysis, however, asks you to indicate your status for each firm listed, namely whether acting as ‘Principal’ or as ‘Other’ administrator.

G2.1 Firms with a mortgage lender’s activity

Please detail the top five firms (by value) for whom mortgage administration was being carried out at the quarter-end.

You should include the firm's reference number in addition to the name of the firm.

You should indicate the value of regulated mortgage contracts and non-regulated loans for each of the top five firms for whom you administer such contracts.

The total (all loans) for each firm listed is the sum of regulated mortgage contracts and non-regulated loans.

G2.2 Other firms

Please detail the top five other firms (by value) for whom mortgage administration was being carried out at the quarter-end (but who themselves do not have a mortgage lender’s activity).

You should indicate the value of regulated mortgage contracts and non-regulated loans for each of the top five other firms for whom you administer.

The total (all loans) for each firm listed is the sum of regulated mortgage contracts and non-regulated loans.

G2.3 SPVs

Please detail the top five SPVs (by value) for whom mortgage administration was being carried out at the quarter-end. If your firm has off-balance sheet loans (which it has reported in G1.1 c) and G1.2 c)) then please show your firm as one of these five SPVs as follows:

• group together all SPVs for which your firm is the originator and show the aggregated amounts on a single line (irrespective of whether the total of regulated loans for all such SPVs would rank within the top five);
• under "firm reference" column, put your firm's reference number;
• under "Name of firm" column, put your firm's name followed by "own SPVs" in brackets, for example XYZ firm name (own SPVs).

You should indicate the value of regulated mortgage contracts and non-regulated loans for each of the top five SPVs for whom you administer.

The total (all loans) for all SPVs listed is the sum of regulated mortgage contracts and non-regulated loans.

SECTION H: MORTGAGE ADMINISTRATION – Arrears analysis

Type of loans to be reported

This arrears analysis should cover only those types of loan listed below, in respect of which your firm is formally acting as principal in exercising a mortgage administrator’s activity. Thus, irrespective of whether your firm has a mortgage administrator’s activity, if you are merely acting as an administrator for a third party that itself has, and is exercising, a mortgage administrator’s activity, then you should not include any such loans in this analysis.
The types of loans to be included in the analysis are:

(i) Loans administered for firms which do not themselves have a mortgage lender's activity. These are the loans reported at G1.2 b) in table G.

(ii) Loans administered for third party SPVs.

(iii) where your firm has a mortgage lender's activity, loans that represent your firm's off-balance sheet loans and which you have reported in section A3 of table A as "gross balances" under "Securitised balances".

NB: loans in (ii) and (iii) are all those shown in G1.2c of table G.

The information presented in table H should represent the total of all such loan types listed above, in a single version of the table.

### SECTION J: FEE TARIFF MEASURES

#### J1 Introduction

The purpose of this section is to enable the firm to provide data on the current fee tariff measures that apply to each of the regulated activities of home finance providing activity and administering a home finance transaction.

This section also distinguishes between the fee tariff measures that apply to the FCA and FOS Ltd (Financial Ombudsman Service Limited).

Since the relevant fee tariff measures may change from time to time, these guidance notes merely define where the current definitions of fee tariff measures are to be found. Accordingly, please refer to the relevant part of the FCA's Handbook where such details can be found:

* FEES 4 Annex 1AR and Annex 2AR of the Handbook for the FCA fee tariff*


To the extent that the FOS Ltd fee tariff measure requires other relevant activities that the firm carries out to be taken into account, these should be included in J1.3.

In relation to section J of the MLAR, firms must report the information required by this section solely in their year-end MLAR. Firms with an accounting reference date of between 31 December and 31 March (inclusive) must report the information required by this section as at 31 December of the calendar year immediately before the relevant fee period. All other firms must report the information required by this section as at 31 December of the previous calendar year. For example, for 2006/07 fees, for firms with an accounting reference date of between 31 December 2005 and 31 March 2006 (inclusive) the information required by section J is that calculated as at 31 December 2005. For all other firms the information required by section J is that calculated as at 31 December 2004.
This section must be completed as follows:

- **SRB agreement providers** must complete K1 to K4;
- **SRB administrators** must complete K5;
- **Firms** that are both **SRB agreement providers** and **SRB administrators** must complete K1 to K5.

**SRB: Residential sales by individuals**

It is expected that **firms** will have the following to report:

- regulated SRB agreements: in respect of transactions entered into since SRB became a **regulated activity**, and
- non-regulated SRB agreements: in respect of transactions of a similar nature entered into before SRB became a **regulated activity** which are still being administered; and also any new contract that, while not meeting the precise conditions for a regulated contract, nonetheless has similar characteristics (for example cases where the purchaser is not regulated or where the **firm** has purchased a property under value and rents an alternative property to the seller).

This approach means that all new and existing sale and rent back agreements – whether regulated or not, and whether transacted before or after SRB became a **regulated activity** – must be included in the information reported by the **firm** in section K.

### K1  Overall business summary

This section looks at the **firm**’s SRB position at the start of the reporting quarter, at the various movements in the quarter, and at the end quarter position. Details required are:

- **SRB agreements at start of quarter**: those agreements that existed at the end of the previous quarter. This line should normally agree with figures reported as at the previous quarter-end.

- **New sales in quarter**: new SRB agreements transacted in the quarter, where the **firm** has obtained title to the property and monies have been paid to the SRB seller. ‘Amount’ is the sale value (paid to seller) and should be reported gross, that is, before the deduction of any fees and charges.

- **Disposals in quarter**: SRB agreements where the **firm** has sold the actual property. ‘Amount’ is the SRB value of the contract as used for the same contract reported in K1.1. Transfers or sales of SRB agreements should be reported under ‘Business transfers-sales’ below.

- **Business transfer-acquisitions**: where the **firm** acquires one or more existing SRB agreements from another party or parties.

- **Business transfer-sales**: where the **firm** sells one or more existing SRB agreements to another party or parties. Include also transfers of such agreements to any party.

- **Other**: include any other amounts which affect the balances reported in K1.1 and K1.7, that is which reflect any change in the book value of any SRB agreements during the quarter. This is to capture any ‘amounts’ that will affect the overall position but are not covered by K1.2-K1.5. A value is required to be recorded in the ‘Amount’ column only.

- **SRB agreements at end of quarter**: the number and book value of SRB contracts in existence at the end of the quarter.

- **SRB agreements arranged for unauthorised persons**: The number of SRB agreements arranged where an unauthorised person has obtained title to the property and monies have been paid to the SRB seller. The ‘Amount’ is
the sale value (paid to seller) and should be reported gross, that is, before the deduction of any fees and charges.  

NB: it is expected that figures in K1.7 will reconcile with those in other rows as follows:
- For ‘Numbers’: K1.7 = K1.1 + K1.2 – K1.3 + K1.4 – K1.5
- For ‘Amounts’: K1.7 = K1.1 + K1.2 – K1.3 + K1.4 – K1.5 + K1.6

### K2  
#### New business in the quarter
This section looks at various aspects of new business that has been transacted in the quarter: each is described below. For each aspect:
- The ‘sale value’ means the gross amount paid to the seller before any fees and charges have been deducted.
- The ‘All sales’ line should agree with figures reported in K1.2.

### K2.1 to K2.3  
#### Sales: analysed by discount on open market value (OMV)
Here SRB transactions are classified into different bands, according to the amount of discount expressed as a percentage of the open market value of the property that is subject to the SRB contract. Discount is the open market value minus the sales value.  

Values are required to be recorded in both the ‘Number’ and ‘Amount’ columns. So for example, for those SRB agreements where the discount is 30% to under 40%, enter the total number of such sales and the total sales values of those agreements in the relevant boxes on the K2.2 line.

### K2.4  
#### Average of all sales
The average discount is recorded as an amount. This value should therefore be recorded in the ‘Amount’ column only. For example, if 4 properties with an open market value of £100,000 were bought at a 25% discount and 4 properties with an open market value of £120,000 at a 35% discount, the average amount of discount is £33,500.

### K2.5 to K2.6  
#### Sales: analysed by provider fees charged
Here, SRB transactions are classified into two different bands, according to the amount of provider fees charged to the SRB agreement. Enter the total number of such sales in the ‘Number’ column and the total sales values of those agreements in the ‘Amount’ column.

### K2.7  
#### Average fees charged
The average amount of provider fees is recorded here. This value should be recorded in the ‘Amount’ column only. For example, if 8 new agreements were entered into during the quarter with provider fees totalling £4000, enter £500 (£4000 divided by 8) in the ‘Amount’ column.

### K2.8 to K2.9  
#### Sales: analysed by annual rent as percentage of sales values
Here the total number of new SRB agreements (entered in the ‘Number’ column) and the amount of average monthly rent being charged at the outset of the agreements (entered in the ‘Amount’ column) is recorded.

### K2.9  
#### Average rental yield percentage  
This analyses the average rental yield percentage.

### K3  
#### SRB agreements terminated or transferred in the quarter
This analyses SRB agreements terminated by either the provider or seller, and also those SRB agreements transferred to other parties.
Agreements terminated:

By firm:
This is where the seller has breached the terms and conditions of the SRB agreement and the provider has exercised the right to terminate the contract. Here, terminations are analysed according to the duration of the contract in particular time bands. For each time band, enter the total number of such terminations.

At the end of the quarter, some or possibly all of these agreements in K3.1 to K3.6 will also be included in end-quarter figures at K1.7. Those not included may already have been disposed of (reported at K1.3), or sold or transferred to third parties (reported at K1.5).

By seller:
This is where the seller has exercised the right to buy back the property under the SRB agreement, or where the seller has terminated the tenancy agreement before the end of the fixed term. Here, redemptions are analysed according to the duration of the contract in particular time bands.

For each time band, enter the total number of such transactions.

Transfers and disposals

Transfers
This covers SRB agreements which are sold or transferred to third parties, but where the contract itself remains in being.

The analysis looks into the status of each SRB agreement when it is sold or transferred.

Firms should report:

- original SRB values: the gross sales value paid to the seller;
- current SRB values: the book value of the contract at time of sale/transfer; and
- actual disposal/transfer values: the value of the contract as recognised in the agreement with the acquiring party.

Disposals
This covers disposals made during the normal course of business, and does not include business transfers. This is a further analysis of ‘disposals’ reported in K1.3.

Firms should report:

- original SRB values: the gross sales value paid to the seller;
- current SRB values: the book value of the contract at time of disposal; and
- actual disposal/transfer values: the price obtained on sale (before deducting any costs of sale).

SRB agreements at end of quarter: cases 10% or more in arrears

Firms should report those SRB contacts where the total amount of arrears on rental payments is 10% or more of the annual rental amount. Cases should be allocated to the relevant arrears band according to the percentage in arrears.

For each arrears band, report the number of such cases, the amount of arrears, and the amount of the expected annual rent on these cases.

SRB administrators

Firms holding SRB administration permissions must complete the number of regulated SRB agreements that they administer, the number of non-regu-
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lated SRB agreements that they administer and the number of SRB agreements that they administer for other firms.

The agreements administered for third parties must be further broken down by the number of SRB agreements administered for the largest five firms that they administer regulated SRB agreements for.

SECTION L: CREDIT RISK

Introduction

The purpose of this data item is so that a firm can provide an analysis of its credit risk capital requirement as calculated under MIPRU 4.2A, 4.2B and 4.2C. But this section does not apply to a firm which exclusively carries on home finance administration or home finance providing activities (or both) in relation to second charge regulated mortgage contracts or legacy CCA mortgage contracts (or both): see SUP 16.12.18BR, Note 4.

This data item is only relevant to firms that meet the criteria set out in note 2 of SUP 16.12.18BR. If that is the case then all relevant exposures must be included in the credit risk capital requirement calculation. See MIPRU 4.2A.4R.

Please note that this data item is intended to be a summary of the credit risk capital calculation as calculated under MIPRU 4.2A, MIPRU 4.2B and MIPRU 4.2C and is not a detailed work schedule.

Data elements: These are referred to by row first then by column, so data element 2B will be the row numbered 2 in column B.

Section L is structured in three parts. The first part (rows 1-7) focuses on the breakdown of the credit risk capital requirement by types of exposure. The second part (rows 8-14) is a memo section that requests further detail on specific elements that will already be incorporated within the first part. The third part (rows 15 and 16) requests transaction level information on a firm’s securitisations.

Part 1 – Rows 1 to 7

This part of the data item focuses on providing a breakdown of a firm’s credit risk capital requirement under the two categories of ‘loans/exposures that are not securitised’ and ‘loans/exposures securitised’. The category ‘loans/exposures not securitised’ is further broken down into four loan/exposure types. A firm should report its credit risk capital requirement across the five loan/exposure types under the two categories of ‘loans/exposures that are not securitised’ and ‘loans/exposures securitised’ in rows 1 to 5.

Please note: This part cannot be used as a worksheet to calculate the credit risk capital requirement for each loan/exposure type, because some loan/exposure types may contain more than one risk weighting within the row.

Row 1 – Loans with mortgages on residential property

A firm should include in this row all loans entered into with mortgages on residential property that have not been securitised. This includes loans that are past due, buy-to-let loans on residential property, second charge and subsequent mortgages on residential property, and mortgages on residential property irrespective of the loan to value.

Row 2 – Loans with mortgages on commercial property

A firm should include in this row all loans with mortgages on commercial property that have not been securitised. This includes loans that are past due, buy-to-let loans on commercial property, and second charge and subsequent mortgages on commercial property.

Row 3 – Other Loans

A firm should include in this row all loans that are not included in rows 1, 2, 4 and 5.

Row 4 – Collective Investment Undertakings

A firm should include in this row all positions in collective investment undertakings.

Row 5 – Securitisation (originated only)
A firm should include in this row all positions in assets that have been included in securitisations originated by the firm. Rows 15 and 16 request further detail on these exposures. See MIPRU 4.2B for more information on calculating the credit risk capital requirement for securitisations.

Column A
A firm should report the exposure value of assets for each of the five loan/asset types. This should be the balance sheet value (i.e. net of any provisions). See MIPRU 4.2A.6R.

Column B
A firm should report here the amount of credit risk mitigation for each of the five loan/asset types. See MIPRU 4.2C.

Column C
A firm should report here any other credit valuation adjustments for each of the five loan/asset types.

Column D
For each of the five loan/asset types, a firm should report the total risk weighted exposure amount. A firm should have regard to MIPRU 4.2A.7R to MIPRU 4.2A.18G when calculating risk weighted exposure amounts.

Column E
This contains the credit risk capital requirement for each of the five loan/asset types, which is 8 per cent of the relevant risk weighted exposure amount in Column D.

Columns F and G
These are memorandum item columns. For each of the five loan/exposure types, a firm should report the total value of individual (specific) and collective (general) impairment balances/provisions that were made BEFORE arriving at the balance sheet exposure value of loans/exposures reported in Column A.

5A Total exposure value of securitisations
This is the total exposure value of assets that have been securitised and originated by the firm. This should equal the sum of the value of assets reported in columns B, C and D of the table in element 15.

6A Total Exposure Value T
This is the total balance sheet value of assets that have been included in the credit risk capital requirement calculation, being the sum of data elements 1A to 5A. This should also be the value of assets reported in data element C4.2a in MLAR Section C.

7E Total credit risk capital requirement
This is the total credit risk capital requirement, being the sum of data elements 1E to 5E. This should also be the credit risk capital requirement reported in data element C4.6(c) in MLAR Section C.

Part 2 – Rows 8 to 14
This part of the data item contains memorandum items on specific elements that have already been recorded in Rows 1 to 7. The aim of this part of the data item is to obtain targeted prudential information on certain loan types. As a result, a firm should not omit data from Part 2 on the grounds that it has already included that data in Part 1. Equally, a firm should not omit data from Part 1 on the grounds that the data will be included in Part 2. For example, if a firm has a past due loan on a mortgage on a residential property, that data should be included in the credit risk capital requirement calculation in row 1 and in row 8. Another example is a second charge mortgage on a residential property, where the data will be included in the row 1 and in row 13.

Column A
A firm should report the exposure value of assets for each specific loan type. This should be the balance sheet value (i.e. net of any provisions). See MIPRU 4.2A.6R.

Column D
For each specific loan type, a firm should report the total risk weighted exposure amount. A firm should have regard to MIPRU 4.2A.7R to MIPRU 4.2A.18G when calculating risk weighted exposure amounts.

**Column E**

This contains the credit risk capital requirement for each specific loan type, which is 8% of the relevant risk weighted exposure amount in Column D.

**Columns F and G**

For each specific loan type, a firm should report the total value of individual (specific) and collective (general) impairment balances/provisions that were made BEFORE arriving at the balance sheet exposure value reported in Column A.

**Row 8 – Past due item on loans with mortgages on residential property**

A firm should report in this row all past due loans with mortgages on residential property. See MIPRU 4.2A.17R.

**Row 9 – Past due item on loans with mortgages on commercial property**

A firm should report in this row all past due loans with mortgages on commercial property. See MIPRU 4.2A.17R.

**Row 10 – Past due items on other loans**

A firm should report in this row all past due loans on other loans. See MIPRU 4.2A.17R.

**Row 11 – Buy-to-let mortgages on residential property**

A firm should report in this row all buy-to-let mortgages on residential property.

**Row 12 – Buy-to-let mortgages on commercial property**

A firm should report in this row all buy-to-let mortgages on commercial property.

**Row 13 – Second charge mortgages on residential property**

A firm should report in this row all second charge and subsequent mortgages on residential property.

**Row 14 – Second charge mortgages on commercial property**

A firm should report in this row all second charge and subsequent mortgages on commercial property.

**Part 3 – Rows 15 and 16**

This part of MLAR Section L provides transaction-level information on the securitisations that a firm has originated. A firm will report each securitisation programme in a different row and complete columns A to L for each securitisation programme.

**Column A**

A firm should report the name of the securitisation programme.

**Columns B, C and D**

A firm should record the value of the securitisation that has been retained by the firm under each of the headings: Senior, Mezzanine and Equity.

For the purposes of completing columns B, C and D of Part 3 of MLAR Section L, Senior is the value of securitisation tranches that have credit quality step 1 (see the appropriate standardised approach table at http://www.fca.org.uk/your-fca/documents/fsa-eica-securitisation); Equity is the value of securitisation tranches that have credit quality step 4, 5 or ‘all other credit assessments’ and Mezzanine is the value of securitisation tranches that are not Senior or Equity tranches. Purely for the purposes of completing columns B, C and D of Part 3, all unrated securitisation tranches should be classified as Equity tranches.

**Columns E, F and G**

A firm should record the value of the securitisation that has been purchased by investors (and therefore no longer being held by the firm) under each of the headings: Senior, Mezzanine and Equity.
For the purposes of completing columns E, F and G of Part 3 of MLAR section L, Senior is the value of securitisation tranches that have credit quality step 1 (see the appropriate standardised approach table at http://www.fca.org.uk/your-fca/documents/fsa-ecais-securitisation); Equity is the value of securitisation tranches that have credit quality step 4, 5 or ‘all other credit assessments’ and Mezzanine is the value of securitisation tranches that are not Senior or Equity tranches. Purely for the purposes of completing columns E, F and G all unrated securitisation tranches should be classified as Equity tranches.

**Column H**

This is the total credit risk capital requirement for the assets that are included in the securitisation programme but before the effect of the securitisation. The value reported in this column should be based on all assets included in the securitisation programme even though a firm will subsequently retain only a portion of the securitisation.

**Column J**

This is the total credit risk capital requirement for the securitisation programme that has been retained by a firm based on the credit risk weights in MIPRU 4.2B.

**Column K**

This is the total significant risk transfer add-on that should be added to the capital requirement for the securitisation programme.

**Column L**

This is the total credit risk capital requirement for the securitisation programme. This should be the sum of columns J and K for each securitisation programme.

**16L Total capital requirement after securitisation**

This is the total capital requirement for securitisation positions originated by a firm. This should equal the value reported in 5E.

**SECTION M: LIQUIDITY**

**Introduction**

The purpose of this data item is for a firm to confirm that it complies with the liquidity resources requirements in MIPRU 4.2D. But this section does not apply to a firm which exclusively carries on home finance administration or home finance providing activities (or both) in relation to second charge regulated mortgage contracts or legacy CCA mortgage contracts (or both): see SUP 16.12.18BR, Note 4.

This data item is only relevant to a firm that does not have a restriction on its Part 4A permission that prevents it from undertaking new home financing or home finance administration (with mortgage assets on balance sheet) connected to regulated mortgage contracts.

In relation to the questions in MLAR Section M Liquidity Questionnaire (with the exception of question 2), a firm should, as appropriate, answer "yes", "no", or "not applicable". For those questions where the answer is "no" or "not applicable", a firm must explain why in column B.

**Part 1 – Adequacy of liquidity resources**

Question 1 – In answering this question a firm should have regard to MIPRU 4.2D.2R and MIPRU 4.2D.3G. If a firm answers "no" or "not applicable", it should explain why in column B and the firm does not need to complete the rest of MLAR Section M.

Question 2 – In deciding on the amount of liquidity resources that a firm holds or is able to generate a firm should have regard to MIPRU 4.2D.3G. The figure should be entered in 000's.

**Part 2 – Systems and controls**

Question 3 – In answering this question a firm should have regard to MIPRU 4.2D.4R and MIPRU 4.2D.5R. Please note that Part 5 of MLAR Section M covers senior management oversight separately.

**Part 3 – Stress testing**
Question 4 – In answering this question a *firm* should have regard to ■ MIPRU 4.2D.8R, ■ MIPRU 4.2D.10R and ■ MIPRU 4.2D.11G.

Question 5 – In answering this question a *firm* should have regard to ■ MIPRU 4.2D.8R, ■ MIPRU 4.2D.9R(1) and (2), ■ MIPRU 4.2D.10R and ■ MIPRU 4.2D.11G.

Question 6 – In answering this question a *firm* should have regard to ■ MIPRU 4.2D.9R(1) and (2).

Question 7 - In answering this question a *firm* should have regard to ■ MIPRU 4.2D.9R(3).

**Part 4 – Contingency funding plans**

Question 8 - In answering this question a *firm* should have regard to ■ MIPRU 4.2D.13R.

Question 9 - In answering this question a *firm* should have regard to ■ MIPRU 4.2D.13R(2)(a).

**Part 5 – Senior management oversight**

Question 10 - In answering this question a *firm* should have regard to ■ MIPRU 4.2D.6R.

Question 11 – In answering this question a *firm* should have regard to ■ MIPRU 4.2D.7R.

Question 12 – In answering this question a *firm* should have regard to ■ MIPRU 4.2D.10R, ■ MIPRU 4.2D.13R and ■ MIPRU 4.2D.14R.
Products covered by the reporting requirement in SUP 16.11

This is the guidance referred to in SUP 16.11.6G.

SUP 16.11.3R, SUP 16.11.5R and SUP 16.11.5AR require certain firms to report product sales data and, in respect of regulated mortgage contracts other than legacy CCA mortgage contracts, performance data. For reporting purposes, a reportable sale applies (other than in the case of a mortgage transaction) where the contract has been made and the premium has been paid.

In the case of mortgage transactions, the reporting requirement only applies to loans for house purchase and remortgages and (in the case of sales data only) not to further advances. In the case of sales data, a reportable mortgage transaction applies where the mortgage transaction has completed (i.e. funds have been transferred and have been applied for the purpose of the mortgage).

In the case of high-cost short-term credit and home credit loan agreements, a reportable transaction has taken place where the loan monies have been advanced to the borrower.

In the case of a group section 32 buy-out, the figure reported for the ‘total premium amount’ in form PSD002 should be the aggregate figure of all the individual members’ premiums added together. Firms should not provide an average premium figure. Where form PSD002 requests individual details (e.g. customer postcode) the firm can, only for group section 32 buy-out transactions, leave the fields blank.

Part 1 - Products

The following tables provide guidance on the products for which sales data is to be reported. These tables are not intended to be a complete list of relevant products; firms should report sales data on all products which would fall within the scope of retail investments, pure protection contracts, and regulated mortgage contracts and other home finance transactions, high-cost short-term credit and home credit loan agreements.

Table 1 – RETAIL INVESTMENTS

Relevant products include:

- Unit trust scheme / OEIC
- Investment trust
- ISA
- Structured capital-at-risk product
- With profit bond
- Unit linked bond
- Distribution bond
- Mortgage Endowment
- With profit endowment
- Endowment savings plan
- Guaranteed income/growth/investment bond
- Trustee investment bond
- Life annuity
- Pension annuity
- Long term care insurance contract
Stakeholder pension
Self-invested personal pension
Personal pension
Group personal pension
FSAVC
Individual pension transfer
Pension opt out
Section 32 buy out
Group section 32 buy out
Income drawdown
Executive pension
SSAS
Group money purchase
AVC final salary
AVC group money purchase

Table 2 - PURE PROTECTION CONTRACTS
Relevant products include:
Income protection
Standalone critical illness
Critical illness sold as a rider benefit to mortgage protection and mortgage term assurances

Table 3 - MORTGAGES
Relevant mortgage types include:
Fixed rate mortgages
Discounted variable rate mortgages
Tracker mortgages
Capped rate mortgages
Standard variable rate mortgages

Table 4 – OTHER HOME FINANCE TRANSACTIONS
Relevant products include:
Home reversion plans
Home purchase plans
Regulated sale and rent back agreements

Table 5 – SHORT TERM LOANS
Relevant loan types comprise:
High-cost short-term credit
Home credit loan agreements

Part 2: Supporting product definitions/guidance for product sales data reporting
Part 2 contains guidance on the terms used in part 1 and on other relevant material.
Where products have not been defined in the Glossary, an explanatory description is provided.

**Retail investments**

<table>
<thead>
<tr>
<th>PRODUCT</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>With profit bond</strong></td>
<td>Includes all single premium policies where a lump sum is paid into a with profits fund made up of investments such as company shares, fixed interest securities, commercial property and money. Unitised with profit bonds should be reported under this category.</td>
</tr>
<tr>
<td><strong>Unit linked bond</strong></td>
<td>A contract where the premium buys, or is deemed to buy investment units in a selected fund. The value of the policyholder’s fund is linked to the value of the units (see guidance relating to distribution bonds).</td>
</tr>
<tr>
<td><strong>Distribution bond</strong></td>
<td>A single premium investment policy. The funds are invested in equities and gilts and an income is paid each year to the policyholder, dependent on the performance of the investments. Only report as a distribution bond where over 50% of the fund allocation relates to the distribution fund. If less than a 50% allocation is made, the product should be reported as a unit linked bond.</td>
</tr>
<tr>
<td><strong>Guaranteed income/ growth/ investment bond</strong></td>
<td>This includes income and growth bonds which include guaranteed income and guaranteed equity bonds that include guarantees and pay a percentage of the movement of more one or more index.</td>
</tr>
<tr>
<td><strong>Structured capital-at-risk product</strong></td>
<td>Defined in the Handbook Glossary.</td>
</tr>
</tbody>
</table>
| **Life/pension annuity** | An arrangement by which a life company pays someone a regular income, usually for life, in return for a lump sum premium. This would include  
- deferred and immediate annuities  
- compulsory purchase annuities  
- home income plans; and  
- all other types of life annuities |
| **Unit trust scheme** | Defined in the Handbook Glossary. |
| **Investment trust** | Defined in the Handbook Glossary. |
| **ISA** | Defined in the Handbook Glossary.  
Cash and insurance ISAs should not be reported |
<p>| <strong>Endowment savings plan</strong> | An endowment plan with a fixed term with benefits paid on death within the term or on maturity |
| <strong>Mortgage endowment</strong> | This should include any regular premium low cost endowments plus unitised with profit endowments |
| <strong>Long-term care insurance contract</strong> | [The FSA consulted in CP 200 on the definition of long-term care insurance contract that will apply from 14 January 2005. The guidance here will cross-refer to the finalised definition.] |
| <strong>Stakeholder Pension</strong> | See Handbook Glossary for definition of ‘stakeholder pension scheme’. |
| <strong>Self-invested personal pension</strong> | See Handbook Glossary for definition of ‘self-invested personal pension’. |</p>
<table>
<thead>
<tr>
<th>PRODUCT</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Personal pension</strong></td>
<td>See Handbook Glossary for definition of ‘personal pension scheme’. For reporting purposes do not include Rebate Only Pension business.</td>
</tr>
<tr>
<td><strong>Group personal pension</strong></td>
<td>See Handbook Glossary for definition of ‘group personal pension scheme’. Phased retirement should include transfer plans that permit staggered annuities to subsequently be purchased. Deferred transfer plans should be excluded. Report each individual policy as a separate case.</td>
</tr>
<tr>
<td><strong>FSAVC</strong></td>
<td>Defined in the Handbook Glossary. Do not include Rebate Only Pension business.</td>
</tr>
<tr>
<td><strong>Individual pension transfer</strong></td>
<td>See Handbook Glossary for definition of ‘pension transfer’.</td>
</tr>
<tr>
<td><strong>Pension opt out</strong></td>
<td>Defined in the Handbook Glossary.</td>
</tr>
<tr>
<td><strong>Section 32 buy out/Group section 32 buy out</strong></td>
<td>An arrangement where trustees accept capital from employees who have left occupational pension scheme service and the transfer value is reinvested in an attempt to provide better benefits when the employee retires.</td>
</tr>
<tr>
<td><strong>Income drawdown</strong></td>
<td>See Handbook Glossary for definition of ‘income withdrawal’. This should include transfer plans that allow income from a pension plan in advance of an annuity being purchased.</td>
</tr>
<tr>
<td><strong>Executive pension scheme</strong></td>
<td>An arrangement where each premium paid is identifiable to an individual employee and where an employer has discretion as to whether a pension arrangement is made for a particular employee and to the level of contribution or target benefit under the policy. Report each individual policy as a separate case. Pension premiums should be reported gross.</td>
</tr>
<tr>
<td><strong>SSAS</strong></td>
<td>Defined in the Handbook Glossary. Pension premiums should be reported gross. SSAS business should not be reported if you only provide an administration service. Report each individual policy as a separate case.</td>
</tr>
<tr>
<td><strong>Trustee investment bond</strong></td>
<td>A lump sum investment vehicle designed for use by pension scheme trustees. Includes SSAS Trustee Investment Bonds and SIPP Trustee Investment Bonds</td>
</tr>
<tr>
<td><strong>Group money purchase</strong></td>
<td>An occupational pension scheme which provides money-purchase benefits which is available to employees of the same employer or of employers within a group.</td>
</tr>
<tr>
<td><strong>AVC Final salary</strong></td>
<td>Pension premiums should be reported gross.</td>
</tr>
<tr>
<td><strong>AVC Group money purchase</strong></td>
<td>Pension premiums should be reported gross.</td>
</tr>
</tbody>
</table>

**Mortgages**

(a) Types of interest or reversion rate
### Types of interest or reversion rate

<table>
<thead>
<tr>
<th>Types of interest or reversion rate</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed rate</td>
<td>where the interest rate is fixed for a stated period.</td>
</tr>
<tr>
<td>Discounted variable rate</td>
<td>where a discount is applied to a variable rate, usually for a limited period of time.</td>
</tr>
<tr>
<td>Bank of England Base Rate tracker</td>
<td>where the interest rate is guaranteed to move in line with the Bank of England Base (or Repo) Rate.</td>
</tr>
<tr>
<td>LIBOR tracker</td>
<td>where the interest rate is guaranteed to move in line with LIBOR (the London InterBank Offered Rate).</td>
</tr>
<tr>
<td>Other tracker</td>
<td>where the interest rate is guaranteed to move in line with an index other than the Bank of England Base (or Repo) Rate or LIBOR.</td>
</tr>
<tr>
<td>Capped (and collared) rate mortgage</td>
<td>where the interest rate is guaranteed not to exceed a stated maximum rate (the ‘capped’ rate) for specific period of time, but where the standard variable interest rate applies when the rate is lower than the capped rate. Also includes products where the interest rate is subject to a minimum rate (the ‘collared’ rate).</td>
</tr>
<tr>
<td>Standard variable rate</td>
<td>the lender’s underlying interest rate.</td>
</tr>
</tbody>
</table>

### Features

<table>
<thead>
<tr>
<th>Data Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Flexible mortgage</strong></td>
<td>A mortgage where you can change the monthly payments and pay off part or all of the loan whenever you like. It is normally linked to any interest rate type. Details vary from one mortgage to another, but for reporting purposes, to be reported as a flexible mortgage, the mortgage should have the following features:</td>
</tr>
<tr>
<td></td>
<td>• interest must be calculated monthly or daily; and • must have an overpayment facility</td>
</tr>
<tr>
<td><strong>Cashback</strong></td>
<td>a cash amount paid by a mortgage lender to a customer (typically at the beginning of a contract) as an inducement to enter into a regulated mortgage contract with the mortgage lender.</td>
</tr>
<tr>
<td><strong>Offset mortgage – positive and/or negative offset</strong></td>
<td>An offset mortgage will typically have similar facilities to a flexible mortgage, but will also allow the borrower to offset positive (savings and/or current account) and/or negative balances (credit card and/or personal loans) against their outstanding mortgage balance.</td>
</tr>
<tr>
<td><strong>Mortgage with a shared equity loan attached</strong></td>
<td>where the lender is aware that the customer will also have a shared equity loan secured on the property.</td>
</tr>
<tr>
<td><strong>Mortgage with indemnity insurance attached</strong></td>
<td>where a mortgage has attached indemnity insurance to protect the lender in the case of default, whether arranged by the lender privately or through a government scheme.</td>
</tr>
</tbody>
</table>

### Pure protection contracts
<table>
<thead>
<tr>
<th>Policy Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standalone critical illness</td>
<td>These policies are ‘pure’ critical illness policies i.e. there is no life cover sold alongside them. Under these policies the insurer provides the sum insured to the policyholder in the event of diagnosis of a life threatening condition.</td>
</tr>
<tr>
<td>Critical illness sold as a rider benefit to term assurance</td>
<td>For reporting purposes, this applies where critical illness is offered as a rider benefit to either a mortgage protection policy (a life policy that provides by means of decreasing term assurance for a mortgage to be paid off in the event of the borrower’s death) or a protection term assurance contract.</td>
</tr>
<tr>
<td>Income protection</td>
<td>Insurance contracts arranged by an individual to provide for payment of income during a period of incapacity, due to ill health or accident.</td>
</tr>
</tbody>
</table>

Other home finance transactions

<table>
<thead>
<tr>
<th>Finance Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home reversion plan</td>
<td>Defined in the Handbook Glossary</td>
</tr>
<tr>
<td>Home purchase plan</td>
<td>Defined in the Handbook Glossary</td>
</tr>
<tr>
<td>Regulated sale and rent back agreement</td>
<td>Defined in the Handbook Glossary</td>
</tr>
</tbody>
</table>

Short-term loans

<table>
<thead>
<tr>
<th>Loan Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>High-cost short-term credit</td>
<td>Defined in the Handbook Glossary</td>
</tr>
<tr>
<td>Home credit loan agreements</td>
<td>Defined in the Handbook Glossary</td>
</tr>
</tbody>
</table>
Reporting Fields

This annex consists only of one or more forms. Forms are to be found through the following address:

Reporting Fields - SUP Chapter 16 Annex 21 R
[deleted]
[deleted]
Data items for SUP 16.12

This annex consists only of one or more forms. Forms are to be found through the following address:

Data items for SUP 16.12 SUP Chapter 16 Annex 24R
Guidance notes for data items in SUP 16 Annex 24R

This annex consists only of one or more forms. Forms are to be found through the following address:
Guidance notes for data items in SUP 16 Annex 24R - SUP Chapter 16 Annex 25G
Guidance notes for data items in SUP 16 Annex 24R

[deleted – please see ■ SUP 16 Annex 25]
Guidance on designated liquidity groups in SUP 16.12

[deleted]
[deleted]
[deleted]
Authorised Payment Institution Capital Adequacy Return

This annex consists only of one or more forms. Firms are required to submit the returns using the electronic means made available by the FCA.
Notes on completing FSA056 (Authorised Payment Institution Capital Adequacy Return – SUP 16 Annex 27CD)

FSA056 Authorised Payment Institution Capital Adequacy Return

Valuation

Firms should follow their normal accounting practice wherever possible.

Currency

Some questions require you to answer in GBP, whilst some require you to answer in EUR. The exchange rate entered at Element 53 should be used throughout the return to convert GBP to EUR where required.

• Elements 67-69, 90-107, and 52, must be completed in GBP.
• Element 77 must be answered in GBP and EUR.
• All other monetary answers must be in EUR

Type of payment service: special instructions

• Registered account information service providers (as defined in the Payment Services Regulations 2017, “PSRs 2017”) should only answer Elements 67-69 (income), and 79 - 83 (AIS).
• Authorised payment institutions that only provide payment initiation services (APIs) that ONLY provide payment initiation services (PIS) should only answer Elements 67-69 (income), Element 3 (initial capital), Part Two (capital resources), Element 66 (Agents), 70-75 (payment systems) and 84-89 (PIS).
• APIs that provide PIS / AIS and/or other payments services should answer all Elements, including the relevant sections of Part 4 (depending on whether they provide AIS / PIS or both).

Data elements

These are referred to by row first, then by column, so data Element 2B will be the element numbered 2 in column B.

Figures should be entered in single units in the currency specified. For example, €1,234,567.50 should be entered as 1234567

INTRODUCTORY MATTERS

Element 1B: You must only answer ‘Yes’ to this question if both parts of the question apply to the API required to submit this report (i.e. if the API falls within paragraph 2(b) of regulation 22: (a) the API is included in the consolidated supervision of a parent credit institution pursuant to the Capital Requirements Directive 2013/36/EU and (b) that all of the conditions in Article 7(1) of the Capital Requirements Regulations (EU) 575/2013 are met in respect of the API and its parent. If either part of this question does not apply, you should enter “no”.

Element 2B: If you have answered “yes” to ‘Element 1B’ then please enter the Firm Reference Number of your firm’s parent credit institution. If you have answered “yes” to ‘Element 2B’ then you do not need to answer Elements 4 to 33 (own funds requirement).
Element 67B: State, in GBP, the total income of the whole legal entity, across all activity, for the reporting period. Follow your firm’s normal accounting practice when answering this question (i.e. this should be the same figure as the total income figure in your annual accounts).

Element 68B: State, in GBP, the total income for the reporting period derived from payment services. Follow your normal accounting practice when answering this question.

Element 69B: State, in GBP, the total operating profit or loss of the whole legal entity for the reporting period. Operating profit or loss is calculated after ordinary operating expenses are deducted from the gross profit, but before interest, tax, dividend payments and any extraordinary items are deducted.

Part One: CAPITAL REQUIREMENT

Initial capital requirement

Element 3B: State, in EUR the firm’s initial capital requirement at authorisation (Part 1, Schedule 3 of the PSRs 2017).

Own Funds Requirement

Elements 4B – 6B: Firms should indicate which of the three methods they use to calculate their own funds requirement, as described in Part 2 of Schedule 3 of the PSRs 2017.

Firms only need to complete those parts of the form that apply to their chosen method of calculating own funds.

If your firm has not completed a full financial year of business, then, in lieu of the figure for the “preceding year” or the “previous financial year”, you must use the projected figure(s) that your firm submitted to the FCA when applying for authorisation (subject to any adjustments that the FCA required or may require).

Please refer to Chapter 9 (Capital resources and requirements) of our Payment Services and Electronic Money Approach Document for further detail on how to calculate the own funds requirement.

Method A Calculation

Element 7B: State, in EUR, the total fixed overheads for the preceding year. Please refer to Chapter 9 of our Approach Document for further guidance on fixed overheads.

Element 8B: State, in EUR, the figure equal to 10% of the figure you have reported in ‘Element 7B’.

Element 9B: State, the larger of the two figures you have reported in ‘Element 3B’ and ‘Element 8B’.

Method B Calculation

Element 10B: “Payment volume” means the total amount (i.e. value) of payment transactions executed by the API in the preceding financial year divided by the number of months in that year (paragraph 9(3), Part 2, Schedule 3 of the PSRs 2017). This figure should include transactions executed by agents of the API.

Element 11B: State, in EUR, the figure that equals 4% of the first €5m of payment volume.

Element 12B: State, in EUR, the figure that equals 2.5% of payment volume between €5m and €10m. If your firm has undertaken less than €5m in payment volume, insert a zero in this box.

Element 13B: State, in EUR, the figure that equals 1% of payment volume between €10m and €100m. If your firm has undertaken less than €10m in payment volume, insert a zero in this box.

Element 14B: State, in EUR, the figure that equals 0.5% of payment volume between €100m and €250m. If your firm has undertaken less than €100m in payment volume, insert a zero in this box.

Element 15B: State, in EUR, the figure that equals 0.25% of all payment volume over €250m. If your firm has undertaken less than €250m in payment volume, insert a zero in this box.

Element 16B: State, in EUR, the sum of the values from ‘Elements 11B to 15B’ above.

Element 17B: The “scaling factor” is:
• 0.50 for a payment institution that is authorised to provide only the payment service specified in paragraph 1(f) of Schedule 1 PSRs 2017 (money remittance); and
• 1.00 for a payment institution that is authorised to provide any other payment service specified in paragraph 1(a) to (e) of Schedule 1 PSRs 2017.

The scaling factor should be entered to 2 decimal places.

Element 18B: This figure is calculated using the following equation: ‘Element 16B x Element 17B’.

Element 19B: Insert the larger of the two figures you have reported in ‘Element 3B’ and ‘Element 18B’.

Method C calculation

Relevant Indicator

Element 20B – Element 23B: these figures should be entered in EUR and should cover the expenses or income generated over the reporting period. Please refer to Chapter 9 (Capital resources and requirements) of our Payment Services and Electronic Money Approach Document for further detail on the Elements that make up the relevant indicator.

Firms should have regard to paragraphs 10(4)(a)-(d), Part 2, Schedule 3 of the PSRs 2017 for the purposes of calculating the relevant indicator:

• each element must be included in the sum with its positive or negative sign;
• income from extraordinary or irregular items must not be used;
• expenditure on the outsourcing of services rendered by third parties may reduce the relevant indicator if the expenditure is incurred from a payment service provider;
• the relevant indicator is calculated on the basis of the twelve-monthly observation at the end of the previous financial year;
• the relevant indicator must be calculated over the previous financial year; and
• audited figures must be used unless they are not available in which case business estimates may be used.

Element 24B: This should be the sum of the amounts stated in ‘Elements 20B to 23B’ above.

Multiplication Factor

Element 25B: State, in EUR, the figure that equals 10% of the first €2.5m of the “total relevant indicator of income” in ‘Element 24B’.

Element 26B: State, in EUR, the figure that equals 8% of the “total relevant indicator of income” in ‘Element 24B’ between €2.5m and €5m. If your firm’s total relevant indicator of income is less than or equal to €2.5m, you should enter zero in this box.

Element 27B: State, in EUR, the figure that equals 6% of the “total relevant indicator of income” in ‘Element 24B’ between €5m and €25m. If your firm’s total relevant indicator of income is less than or equal to €5m, you should enter zero in this box.

Element 28B: State, in EUR, the figure that equals 3% of the “total relevant indicator of income” in ‘Element 24B’ between €25m and €50m. If your firm’s total relevant indicator of income is less than or equal to €25m, you should enter zero in this box.

Element 29B: State, in EUR, the figure that equals 1.5% of the “total relevant indicator of income” in ‘Element 24B’ over €50m. If your firm’s total relevant indicator of income is less than or equal to €50m, you should enter zero in this box.

Element 30B: State, in EUR, the sum of the values of ‘Elements 25B to 29B’ above.

Element 31B: The “scaling factor” is:
• 0.50 for a payment institution that is authorised to provide only the payment service specified in paragraph 1(f) of Schedule 1 PSRs 2017 (money remittance); and
• 1.00 for a payment institution that is authorised to provide any other payment service specified in paragraph 1(a) to (e) of Schedule 1 PSRs 2017.

The scaling factor should be entered to 2 decimal places.

Element 32B: This figure is calculated by multiplying ‘Element 30B’ and ‘Element 31B’.

Element 33B: Insert the larger of the two figures you have reported in ‘Element 3B’ and ‘Element 32B’.

Part Two: TOTAL CAPITAL RESOURCES

For the purposes of Part Two – Elements of Own Funds, please provide a value for Common Equity Tier 1, Additional Tier 1 and Tier 2 capital items. You will also need to provide values for adjustments, deductions, exemptions, and temporary waivers (entering zero where not relevant). You should enter these items in GBP.

To understand the items that may be used to form ‘own funds’, APIs should consult the PSRs 2017, the Capital Requirements Regulation (EU) 575/2013 (CRR), and the Payment Services and Electronic Money Approach Document.

Regulation 2 of the PSRs 2017 sets out that own funds has the definition given in the CRR Article 4(1)(118). Own funds consist of Tier 1 and Tier 2 capital items. Tier 1 is formed of Common Equity Tier 1 and Additional Tier 1. At least 75% of Tier 1 capital must be held as Common Equity Tier 1 capital and Tier 2 capital must be equal to or less than one third of Tier 1 capital. The return will take into account these limits when automatically calculating figures for eligible amounts in elements 104B-107B – these do not need to be manually entered.

Element 52B: This should be the sum of the capital items listed at 106B-107B.

Element 53B: Please provide the EUR equivalent value for 1 GBP to 4 decimal places. This should be the market rate as quoted by the European Central Bank in place at the end of the reporting period. The InforEuro website provides historical exchange rates on a month-by-month basis:

http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/index_en.cfm

Element 54B: State the EUR equivalent of ‘Element 52B’ above.

Element 55B: State, in EUR, the same figure as you have reported in ‘Element 9B’, ‘Element 19B’ or ‘Element 33B’ (depending on the method your firm uses to calculate its capital requirement). If you answered “yes” to question 1, you must enter the figure reported in ‘Element 3B’ (initial capital requirement).

Element 56B: State, in EUR, the total capital surplus / deficit for your firm. This is calculated by subtracting the total capital requirement in ‘Element 55B’ above, from the total net capital resources in ‘Element 54B’ above (i.e. Element 54B – Element 55B = total capital surplus / deficit).

Part three: SUPPLEMENTARY INFORMATION

SAFEGUARDING OF RELEVANT FUNDS

You must select the relevant box(es) to identify the method(s) used by the firm to safeguard relevant funds. At least one of the boxes in ‘Elements 61 to 65’ must be selected.

NUMBER OF AGENTS

Element 66B: State the number of agents that you have registered to undertake payment services.

PAYMENT SYSTEMS

Element 70B: If your firm is a member of any sterling interbank payment systems, select the appropriate system(s) from the drop-down list. This means where you have a direct relationship with the operators of the payment system.

Element 72B: If your firm accesses, on an indirect basis, any sterling interbank payment systems, select the appropriate system(s) from the drop-down list. This means where the PSP indirectly accesses
payment systems through the services of another PSP that is a direct participant or member of that payment system.

**Element 74B:** If your firm accesses any sterling interbank payment systems on an indirect basis select the institution that is the primary provider of that indirect access.

**TRANSACTION AND USER INFORMATION**

**Element 75B:** Enter the full number of months during the reporting period that your firm was FCA authorised or registered. For example, if you are completing this return for the period ending 31 December and you were authorised or registered by the FCA on 15 October then you should enter “2”.

**Element 76B:** State the number of payment transactions executed by your firm during the reporting period. This includes payment transactions executed by agents of your firm.

**Element 77B:** State, the total amount (i.e. value) of all payment transactions executed during the reporting period. This includes payment transactions executed by agents of your firm. Note that you should enter the total gross value of the payment transactions, not the income generated by them. This figure should be provided in EUR and GBP.

**Element 78B:** State the number of new users / customers who have used your firm’s payment services during the reporting period. This means those users that have entered into framework contracts or (where known) single payment service contracts during the reporting period and includes all customer types, including individual consumers and any corporate customers.

**Part Four: PROVIDERS OF ACCOUNT INFORMATION AND/OR PAYMENT INITIATION SERVICES**

**Account information services (AIS)**

Elements 79 – 83 should only be answered by firms providing account information services

**Element 79B:** State the number of payment accounts that the AIS provider has accessed for the purposes of providing AIS during the reporting period. You should count each individual payment account once, even where it has been accessed multiple times.

**Element 80B:** State the number of customers that have used the provider’s AIS in the reporting period. Each customer should be counted once (including where the customer has used the AIS multiple times).

**Element 81B:** State the minimum monetary (in EUR) amount of the professional indemnity insurance (or comparable guarantee) (“PII”) calculated in accordance with the European Banking Authority Guidelines on Professional Indemnity Insurance under PSD2.

**Element 82B:** Please enter the amount of coverage of the PII that is held by the AIS provider. This should be entered in EUR. Please use the same conversion rate entered at ‘Element 53B’.

**Element 83B:** If the terms of the AIS provider’s PII have changed in any respect since its authorisation or registration (if this is the first return), or since the last time this report was submitted, please explain here. This includes the insurance cover (i.e. the monetary amount), what the insurance covers (i.e. the losses or circumstances in which the insurance is payable), the terms and conditions, any limits or exclusions or any other change to the policy.

**Payment initiation services (PIS)**

Elements 84 – 89 should only be answered by firms providing account information services

**Element 84B:** Please enter number of payment accounts that the PIS provider

**Element 85B:** This should be the total number of payment transactions initiated using the provider’s PIS in the reporting period.

**Element 86B:** This should be the total value (in EUR) of the payment transactions initiated using the provider’s PIS in the reporting period.

**Element 87B:** State the minimum monetary amount (in EUR) of the professional indemnity insurance (or comparable guarantee) (“PII”) calculated in accordance with the European Banking Authority Guidelines on Professional Indemnity Insurance under PSD2
Element 88B: Please enter the amount of coverage of the PII that is held by the PIS provider. This should be entered in EUR. Please use the same conversion rate entered at ‘Element 53B’.

Element 89B: If the terms of the PIS provider’s PII have changed in any respect since its authorisation or registration (if this is the first return), or since the last time this report was submitted, please explain here. This includes the insurance cover (i.e. the monetary amount), what the insurance covers (i.e. the losses or circumstances in which the insurance is payable), the terms and conditions, any limits or exclusions or any other change to the policy.
REP017 Payments Fraud Report

This annex consists only of one or more forms. Firms are required to submit the returns using the electronic means made available by the FCA.
Notes on completing REP017 Payments Fraud Report

These notes contain guidance for payment service providers that are required to complete the Payments Fraud Report in accordance with Regulation 109(4) of the Payment Services Regulations 2017, SUP 16.13.7D and the EBA Guidelines on fraud reporting under the Second Payment Services Directive (PSD2) (“the EBA Guidelines”).

The following completion notes should be read in conjunction with the EBA Guidelines.

Question A1 – reporting period

As per SUP16.13.8, small payment institutions, registered account information service providers and small electronic money institutions must report once per year. All other PSPs must report every six months.

Those PSPs required to report annually are required to provide separate Payment Fraud Reports in respect of the two halves of the reporting year. These PSPs should use question 1 in the Payments Fraud Report to select the period the data in their return covers, e.g. “H1” for the period covering 1 January to 30 June, and “H2” for the period covering 1 July to 31 December.

Table 1 - Payment transactions and fraudulent payment transactions for payment services

The form provides the means for PSPs to provide the FCA with statistical data on fraud related to different means of payment. In turn, the FCA is required to aggregate this data and share it with the EBA and the ECB.

As outlined in Guideline 1 of the EBA Guidelines, PSPs will be required to collect and submit data on the volume and value of all payment transactions, as well as the volume and value of fraudulent transactions.

Data on volume and value need to be broken down further by payment type, fraud type, method of authentication and geographical location. The detailed breakdown of data to be reported generally pertains only to the volume and value of fraudulent transactions (as opposed to all payment transactions). The EBA Guidelines explain these in detail. The following completion notes should be read as complementary to the Guidelines.

Table 2 - Fraud relating to account information services

PSPs that provide account information services (AISPs) should have regard to Table 2 in the fraud report (and the guidance in table 2 below). Registered account information service providers (i.e. PSPs that do not provide any other type of payment service) do not need to answer the questions in Table 1 of the fraud report.

Adjustments

The date to be considered by PSPs for recording payment transactions and fraudulent payment transactions for the purpose of this statistical reporting is the day the transaction has been executed in accordance with PSD2.

However, payment service users are entitled to redress for unauthorised transactions as long as they have notified their PSP no later than 13 months after the debit date, on becoming aware of any unauthorised payment transactions. This means PSPs may need to adjust reports which they have already submitted, on becoming aware of fraudulent transactions executed in previous reporting periods.

Furthermore, the payment service provider should report all fraudulent payment transactions from the time fraud has been detected (i.e. because it has been reported to the PSP such as through a customer complaint or otherwise discovered independently by the PSP), regardless of whether or not the case
related to the fraudulent payment transaction has been closed by the time the data are reported. This means PSPs may need to adjust reports which they have already submitted, should investigation of open fraud cases conclude that a transaction was not fraudulent.

PSPs should report adjustments during the next reporting window after the information necessitating the adjustment is discovered.

PSPs should make use of the resubmission facility made available via the electronic means for submitting REP017.

Table 1 - What is a fraudulent transaction?
For the purposes of table 1 a fraudulent transaction is any payment transaction that the PSP has:

• executed;
• acquired; or
• in the case of a payment initiation service provider (PISP), initiated;

and that the PSP deems to fall into either of the following categories:

• unauthorised payment transactions made, including as a result of the loss, theft or misappropriation of sensitive payment data or a payment instrument, whether detectable or not to the payer prior to a payment and whether or not caused by gross negligence of the payer or executed in the absence of consent by the payer (‘unauthorised payment transactions’); and

• payment transactions made as a result of the payer being manipulated by the fraudster to issue a payment order, or to give the instruction to do so to the payment service provider, in good faith, to a payment account it believes belongs to a legitimate payee (‘manipulation of the payer’).

If a payment transaction meets the conditions above it should be recorded as a fraudulent transaction for the purposes of this report irrespective of whether:

• the PSP had primary liability to the user; or

• the fraudulent transaction would be reported as such by another PSP in the same payment chain.

As a general rule, for all types of payment services, the payer’s PSP has to report, except for direct debit transactions, which are reported by the payee’s PSP. In addition, card payments are reported both by the payer’s PSP (the issuer) and the payee’s PSP (the acquirer).

Fraud committed by the payment service user (known as first party fraud) should not be reported.

The payment service provider should not report data on payment transactions that, however linked to any of the circumstances referred to in the definition of fraudulent transaction (EBA Guideline 1.1), have not been executed and have not resulted in a transfer of funds in accordance with PSD2 provisions.

The category of ‘payment transactions made as a result of the payer being manipulated by the fraudster to issue a payment order’ covers a broader range of payment types than what is known in the UK as ‘authorised push payment fraud’. The latter is restricted to credit transfers authorised by the payer to a fraudster.

Table 1 - structure of the return
In summary, REP017 requires the PSP to report the following fraud types, divided into sections for different payment and e-money services:

for credit transfers (including those initiated by PISP):

- issuance of a payment order by the fraudster;
- modification of a payment order by the fraudster;
- manipulation of the payer by the fraudster to issue a payment order;

for direct debits where consent is given via an electronic mandate or separately where consent is given in another form:

- unauthorised payment transactions;
- manipulation of the payer by the fraudster to consent to a direct debit;

debit card transactions and separately for credit card transactions:

- issuance of a payment order by a fraudster, broken down into:
  - lost or stolen card;
  - card not received;
  - counterfeit card;
  - card details theft;
  - other;
- modification of a payment order by the fraudster;
- manipulation of the payer to make a card payment;

cash withdrawals:

- issuance of a payment order by the fraudster refers to the following types of unauthorised card payment transactions, broken down into:
  - lost or stolen card;
  - card not received;
  - counterfeit card;
  - card details theft;
  - other; and

- manipulation of the payer to make a cash withdrawal.

for e-money transactions – to be reported by e-money issuers:
• issuance of a payment order by the fraudster;

• modification of a payment order by the fraudster;

• manipulation of the payer by the fraudster to issue a payment order;

for money remittance:

• fraudulent payment transactions.

Table 1 - fraud types

Below we provide guidance on the fraud types referred to in REP017. We give examples of these fraud types in relation to each payment or e-money service. PSPs should use their discretion when determining the appropriate fraud type for each fraudulent transaction and should choose the fraud type that most closely matches the circumstances of the fraud.

Credit transfers

Issuance of a payment order by the fraudster

This covers unauthorised payment transactions in which the fraudster uses stolen personalised security credentials in order to issue a payment order, either through contacting the victim's bank or accessing the victim's online banking service. For example, where a victim's online banking has been accessed using stolen personal identity details and credit transfers have been made from the victim's account to beneficiaries chosen by the fraudster.

Modification of a payment order by the fraudster

This covers unauthorised payment transactions where the fraudster has gained unauthorised access to the victim's account in order to change the details of existing payment orders or payment instructions. For example, where a victim's account has been accessed using stolen personalised security credentials in order to modify the beneficiary of the victim's existing standing orders. A victim's account could be accessed by a fraudster in order to modify a batch of payment details so that when payments are executed by the victim's PSP, the funds are unintentionally transferred to a beneficiary or beneficiaries chosen by the fraudster rather than the intended beneficiary. (See CIFAS paper, Table 2 Unlawful obtaining or disclosure of personal data: https://www2.cipd.co.uk/NR/rdonlyres/710B0AB0-ED44-4BD7-A527-B9AC29B28343/0/empfraud.pdf)

Manipulation of the payer by the fraudster to issue a payment order

This covers fraud where the payer authorises a push payment to an account the payer believes belongs to a legitimate payee, however, the payer was deceived into inputting the sort code and account number (or other unique identifier) of a fraudster, or an account controlled by a fraudster. This is also referred to as 'malicious misdirection'. For example, a scammer may contact a victim purporting to be from the victim's bank. The scammer may then convince the victim to transfer money (using a credit transfer) to a different account, purportedly in order to safeguard it. However, that account is in fact controlled by the scammer. (See Payment Systems Regulator response to Which? Super-complaint: https://www.psr.org.uk/psr-publications/news-announcements/which-super-complaint-our-response-Dec-2016).

Direct debits

Unauthorised payment transactions

This covers fraud where a victim's account details (e.g. sort code and account number) have been used by the fraudster to set up direct debit payments to an organisation, without the victim's knowledge or consent, resulting in unauthorised direct debit payments being taken from the account of the victim.

Manipulation of the payer by the fraudster to consent to a direct debit
This covers fraud where a payer is convinced by a fraudster to set up a direct debit and consent to payments being made to an intended payee (the legitimate payee), but the fraudster uses the victim’s details and consent to set up direct debit payments to a different (unintended) payee.

**Debit and credit cards:**

Issuance of a payment order by a fraudster

Refers to the following types of unauthorised card payment transactions:

Lost or stolen card fraud

This covers any payment fraud committed as a result of a lost or stolen card (except where ‘card not received fraud’ has occurred). (See FFUK Fraud Facts 2016 [https://www.financialfraudaction.org.uk/fraudfacts16/assets/fraud_the_facts.pdf](https://www.financialfraudaction.org.uk/fraudfacts16/assets/fraud_the_facts.pdf))

Card not received fraud

This covers fraud where a payment card is stolen (with or without the details of the PIN also being intercepted) whilst in transit – after the card company sends it out and before the genuine cardholder receives it. The payment card is then used by the fraudster to make transactions. (See FFUK Fraud Facts 2016 [https://www.financialfraudaction.org.uk/fraudfacts16/assets/fraud_the_facts.pdf](https://www.financialfraudaction.org.uk/fraudfacts16/assets/fraud_the_facts.pdf))

Counterfeit card fraud

This covers fraud where the fraudster uses a card which has been printed, embossed or encoded so as to purport to be a legitimate card but which is not genuine because the issuer did not authorise the printing, embossing or encoding. (See [https://www.financialfraudaction.org.uk/wp-content/uploads/2016/07/Fraud-the-Facts-A5-final.pdf](https://www.financialfraudaction.org.uk/wp-content/uploads/2016/07/Fraud-the-Facts-A5-final.pdf))

Card details theft

This covers fraud where card details have been fraudulently obtained through methods such as unsolicited emails or telephone calls, digital attacks such as malware and data hacks, or card details being taken down from the physical card by a fraudster. The card details are then used to undertake fraudulent purchases over the internet, by phone or by mail order. It is also known as ‘card-not-present’ (CNP) fraud. (See [https://www.financialfraudaction.org.uk/fraudfacts16/](https://www.financialfraudaction.org.uk/fraudfacts16/))

Other

Unauthorised transactions relating to other types of fraud should be recorded under ‘other’.

Modification of a payment order by the fraudster (debit and credit card payments)

This is a type of unauthorised transaction and refers to a situation where the fraudster intercepts and modifies a legitimate payment order at some point during the electronic communication between the payer’s device (e.g. payment card) and the payment service provider (for instance through malware or attacks allowing attackers to eavesdrop on the communication between two legitimately communicating hosts (man in the middle attacks)) or modifies the payment instruction in the payment service provider’s system before the payment order is cleared and settled.

Manipulation of the payer to make a card payment

This would cover card payments that have been authorised by the payer, i.e. using chip and pin, or authenticated online card payments. The customer believes they are paying a legitimate payee, i.e. a merchant, but the payee that receives the funds is not a merchant, but instead a fraudster.

**Cash withdrawals**

Issuance of a payment order by the fraudster

This refers to the following types of unauthorised cash withdrawals at ATMs, bank counters and through retailers (‘cash back’) using a card (or using a mobile app in place of a card):

- those resulting from a lost or stolen payment card;
SUP 16 : Reporting

• those resulting from a payment card being stolen (with or without the details of the PIN also being intercepted) whilst in transit – after the card company sends it out and before the genuine cardholder receives it; and

• those where the fraudster uses a card to withdraw money which has been printed, embossed or encoded so as to purport to be a legitimate card but which is not genuine because the issuer did not authorise the printing, embossing or encoding.

Manipulation of the payer to make a cash withdrawal

This refers to reported frauds where a payment service user has withdrawn under duress or through manipulation (using a card, or using a mobile app in place of a card).

E-money transactions

The same fraud types as above for debit and credit cards apply to payment transactions involving e-money.

Money remittance and payment initiation services

Fraudulent transactions

Money remitters and PISPs are required under the EBA Guidelines to report ‘fraudulent transactions’. Money remitters and PISPs should use their discretion when determining what to count as a ‘fraudulent transaction’. Where money remitters or PISPs detect the frauds described above, these should be counted as ‘fraudulent transactions’.

Authentication method

For all credit transfers, card transactions and e-money transactions reported, including those initiated by PISP, the PSP should report whether strong customer authentication has been used or not. Strong customer authentication means authentication based on the use of two or more elements that are independent, in that the breach of one element does not compromise the reliability of any other element, and designed in such a way as to protect the confidentiality of the authentication data, with the elements falling into two or more of the following categories—

• something known only by the payment service user (“knowledge”);

• something held only by the payment service user (“possession”); or

• something inherent to the payment service user (“inherence”).

Where strong customer authentication is not used, the PSP should report under which of the following exemptions the transactions have taken place. These exemptions and their application are determined in the regulatory technical standards for strong customer authentication and common and secure open standards of communication (SCA-RTS). As noted in the FCA Approach Document, “The exemptions are separate and independent from one another. Where a payment transaction may qualify for an exemption under several different categories (e.g. a low-value transaction at an unattended card park terminal) the PSP may choose which, if any, relevant exemption to apply. PSPs should note that for the purpose of reporting fraud under regulation 109 of the PSRs 2017 and the EBA Guidelines on fraud reporting, fraudulent transactions should be assigned to a specific exemption and reported under one exemption only.” (paragraph 20.39).

For the purposes of reporting, the applicable exclusions are:

• unattended terminal for transport or parking fares (article 12 SCA-RTS);

• trusted beneficiary (article 13 SCA-RTS);
• recurring transaction (article 14 SCA-RTS);

• low value (article 16 SCA-RTS);

• use of secure corporate payment processes or protocols (article 17 SCA-RTS);

• transaction Rik Analysis (article 18 SCA-RTS);

Data elements

Table 1 – Payment transactions and fraudulent payment transactions for payment services

| Value should be reported in pounds sterling throughout (£) |
| Totals: Transaction and fraudulent transaction volume and value for all payment types |

Guide to the relevant area of the form

<table>
<thead>
<tr>
<th>PSPs should report the following information in respect of the payment type – e.g. credit transfers, direct debits etc:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2A-2L</td>
</tr>
<tr>
<td>38A–38L</td>
</tr>
<tr>
<td>48A–48L</td>
</tr>
<tr>
<td>103A–103L</td>
</tr>
<tr>
<td>155A–155L</td>
</tr>
<tr>
<td>167A–167L</td>
</tr>
<tr>
<td>199A–199L</td>
</tr>
<tr>
<td>200A–200L</td>
</tr>
</tbody>
</table>

• total domestic transaction volume (i.e. the number of transactions) for payment type – Column A;

• total domestic transaction value for payment type Column B;

• total transaction volume for payments made cross-border within the EEA – Column C;

• total transaction value for payments made cross-border within the EEA – Column D;

• total transaction volume for payments made cross-border outside the EEA – Column E;

• total transaction value for payments made cross-border outside the EEA – Column F;

• total domestic fraudulent transaction volume (i.e. the number of transactions) for payment type – Column G;

• total domestic fraudulent transaction value for payment type Column H;

• total fraudulent transaction volume for payments made cross-border within the EEA – Column I;

• total fraudulent transaction value for payments made cross-border within the EEA – Column J;

• total fraudulent transaction volume for payments made cross-border outside the EEA – Column K; and

• total fraudulent transaction value for payments made cross-border outside the EEA – Column L.

The above reporting pattern for columns A-L is repeated for all subsequent rows, except the following rows where only columns G to L are to be reported for the fraudulent transaction volume and value relating to the fraud type:

Credit transfers

| 8-10 |
| 12-14 |
### Direct debits
- 23-25
- 27-29

### Card payment (except cards with an e-money function only)
- 40-41
- 43-44
- 55-62
- 64-71
- 81-87
- 89-95

### Card payment acquired (except cards with an e-money function only)
- 110-117
- 119-126
- 134-140
- 142-148

### Cash withdrawals
- 158-163

### E-money payment transactions
- 170-172
- 174-176
- 185-187
- 189-191

### Initiated by payment initiation service providers
- 3A-3L

#### Payment initiation channel – initiated non-electronically
- 4A–4L (credit transfers)
- 49A–49L (card payments)
- 104A-104L (card payments acquired)

- Of the total transaction and total fraudulent transaction volumes and values for **credit transfers**, PSPs should report the volume and value of those initiated by payment initiation service providers.

#### Payment initiation channel – initiated electronically
- 5A–5L (credit transfers)
- 50A–50L (card payments)
- 105A–105L (card payment acquired)

- Of the total transaction and total fraudulent transaction volumes and values for **credit transfers** and **card payments only**, PSPs should report the volume and value of those initiated non-electronically.

Transactions initiated non-electronically include payment transactions initiated and executed with modalities other than the use of electronic platforms or devices. This includes paper-based payment transactions, mail orders or telephone orders (Recital 95 of the revised Payment Services Directive).

### Remote transactions

- Of the total transaction and total fraudulent transaction volumes and values for **credit transfers** and **card payments only**, PSPs should report the volume and value of those initiated electronically.
### SUP 16 : Reporting requirements

#### Annex 27F

**6A-6L (credit transfers)**
- **51A–51L (card payments)**
- **106A–106L (card payments acquired)**
- **168A–168L (e-money payment transactions)**

Of the total transaction and total fraudulent transaction volumes and values for **credit transfers, card payments and E-money payment transactions only** PSPs should report the volume and value of those that are remote transactions.

A ‘remote transaction’ means a payment transaction initiated via the internet or through a device that can be used for distance communication (revised Payment Services Directive article 4(1)(6)).

**Non-remote transactions**
- **21A–21L (credit transfers)**
- **77A–77L (card payments)**
- **130A–130L (card payments acquired)**
- **183A–183L (e-money payment transactions)**

Of the total transaction and total fraudulent transaction volumes and values for **credit transfers, card payments and E-money payment transactions only** PSPs should report the volume and value of those that are non-remote transactions.

Non-remote means any payment transactions that are not initiated via the internet or through a device that can be used for distance communication.

#### Credit and debit card transactions

**Card payments**
- **52A–52L (remote > debit)**
- **53A–53L (remote > credit)**
- **78A–78L (non-remote > debit)**
- **79A-79L (non-remote > credit)**

For the total remote and total non-remote card transactions, PSPs should report the volumes and values that were credit card (including charge card) transactions and the volumes and values that were debit card transactions.

**Card payments acquired**
- **107A–107L (remote > debit)**
- **108A–108L (remote > credit)**
- **131A–131L (non-remote > debit)**
- **132A–132L (non-remote > credit)**

For total remote and total non-remote credit transfers, e-money payment transactions and payment transactions initiated by payment initiation service providers, PSPs should report the volumes and values of sent and fraudulent transactions authenticated via strong customer authentication and via non-strong customer authentication.

#### Strong customer authentication

**Credit transfers**
- **7A–7L (remote > SCA)**
- **11A–11L (remote > non-SCA)**
- **22A–22L (non-remote > SCA)**
- **26A–26L (non-remote > non-SCA)**

For total remote and total non-remote credit transfers, card transactions, E-money payment transactions and payment transactions initiated by payment initiation service providers, PSPs should report the volumes and values of sent and fraudulent transactions authenticated via strong customer authentication and via non-strong customer authentication.

**Card payments**
- **54A–54L (remote > SCA)**
- **63A–63L (remote > non-SCA)**
- **80A–80L (non-remote > SCA)**
- **88A–88L (non-remote > non-SCA)**

**Card payments acquired**
- **109A–109L (remote > SCA)**
- **118A–118L (remote > non-SCA)**
- **133A–133L (non-remote > SCA)**
- **141A–141L (non-remote > non-SCA)**
E-money payment transactions
169A–169L (remote > SCA)
173A–173L (remote > non-SCA)
184A–184L (non-remote > SCA)
188A–188L (non-remote > non-SCA)

Payment transactions initiated by payment initiation service providers
202A–202L (remote > SCA)
203A–203L (remote > non-SCA)
205A–205L (non-remote > SCA)
206A–206L (non-remote > non-SCA)

Payment transactions initiated by payment initiation service providers
207A–208L

Payment initiation providers reporting total transactions and total fraudulent transactions initiated, should report the value and volume of transactions that were credit transfers and the volume and value of other types of transactions that were using other payment instruments.

Fraud types

Credit transfers
8–10
12–14
23–25
27–29

Direct debits
40–41
43–44

Card payment (except cards with an e-money function only)
55–62
64–71
81–87
89–95

Card payment acquired (except cards with an e-money function only)
110–117
119–126
134–140
142–148

Cash withdrawals
158–163

E-money payment transactions
170–172
174–176
Fraudulent transactions broken down by exemption from SCA

**Credit transfers**

15A–20L
30A–34L

**Card payments**

72A–76L
96A–99L

**Card payments acquired**

127A–129L
149A–151L

**E-money payment transactions**

177A–182L
192A–195L

**Losses due to fraud per liability bearer**


Of the transactions authenticated without strong customer authentication, PSPs should provide the fraudulent transaction volumes and values, broken down by which exemption was used as per guidance above.

PSPs are required to report the general value of losses borne by them and by the relevant payment service user, not net fraud figures. The figure that should be reported as ‘losses borne’ is understood as the residual loss that is finally registered in the PSP’s books after any recovery of funds has taken place. The final fraud losses should be reported in the period when they are recorded in the payment service provider’s books. We expect one single figure for any given period, unrelated to the payment transactions reported during that period.

Since refunds by insurance agencies are not related to fraud prevention for the purposes of PSD2, the final fraud loss figures should not take into account such refunds.

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**Table 2 - Fraud relating to account information services**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of incidents of fraud</strong></td>
<td>This should be the total number of incidents of fraud that the AISP has recorded. If there are no incidents of fraud, please enter ‘0’ (there is no need to complete the rest of Table 2).</td>
</tr>
<tr>
<td>209A</td>
<td>Please indicate the number of incidents of fraud</td>
</tr>
</tbody>
</table>

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
| **Total value of fraud across all incidents (or an estimation of the loss to the persons defrauded (£))** | Where known, the AISP should report the value of any fraudulent transactions that were executed or initiated (by a third party PSP) as a result of the fraud committed against the AIS user or the AISP.
| 209B             | Total value of fraud                                             |

In all other circumstances, the AISP should provide an estimation of the loss to the persons defrauded. In this context, ‘persons’ includes the user of the AIS service, any other PSP (such as a credit institution that operated the payment account that the AISP accessed) or the AISP itself. ‘Loss’ includes loss of funds incurred as a result of fraudulent transactions and/or loss incurred as an indirect result of the fraud; for example, by having
to reissue new payment instruments or fix breached security systems.

If the fraudulent incident(s) did not result in any financial loss, the AISP should still report the incident, enter ‘0’ at 214B and explain the type of fraud at 214C.

AISPs should convert values for non-sterling transactions into sterling using the average ECB reference exchange rate for the applicable reporting period, where available.

In other instances, AISPs should use the average of the applicable daily spot rate on the Bank of England’s Statistical Interactive Database for the applicable reporting period.

<table>
<thead>
<tr>
<th>Description of fraud</th>
<th>Description of fraud</th>
</tr>
</thead>
<tbody>
<tr>
<td>209C</td>
<td>AISPs should describe the type of fraud that has resulted in the highest total value of fraud in this section (unless the AISP is reporting fraudulent incidents that did not result in any financial losses, as above). AISPs should also explain how the losses were incurred (on the basis that the AISP did not come into possession of the payment transaction funds and was not responsible for the execution of payment transactions).</td>
</tr>
</tbody>
</table>
REP018 Operational and Security Risk reporting form

This form can be found at the following address: https://www.handbook.fca.org.uk/form/sup/SUP_16_ann_27G_REP018_20190927.pdf
Notes on completing REP018 Operational and Security Risk form

Operational and security risk form

These notes contain guidance for payment service providers that are required to complete the operational and security risk form in accordance with regulation 98(2) of the Payment Services Regulations and SUP 16.13.13D. The guidance relates to the assessments that must be attached to the form in accordance with SUP 16.13.13D(2).

The payment service provider must attach to the form the latest:

• assessment of the operational and security risks related to the payment services the firm provides; and

• assessment of the adequacy of the mitigation measures and control mechanisms implemented in response to those risks.

The operational and security risk assessment should include all the requirements contained in the EBA Guidelines for operational and security risks of payment services as issued at 12 December 2017. These include:

• a list of business functions, processes and information assets supporting payment services provided and classified by their criticality;

• a risk assessment of functions, processes and assets against all known threats and vulnerabilities;

• a description of security measures to mitigate security and operational risks identified as a result of the above assessment; and

• conclusions of the results of the risk assessment and summary of actions required as a result of this assessment.

Payment service providers intending to make use of the exemption in article 17 of the SCA RTS must include:

• a description of the payment services that the payment service provider intends to provide in reliance on this exemption; and

• an explanation of how the payment service provider’s processes and protocols achieve at least equivalent levels of security to those provided for by the Payment Services Directive.

The assessment of the adequacy of mitigation measures and control mechanisms should include all the requirements contained in the EBA Guidelines for operational and security risks of payment services as issued at 12 December 2017. These include:

• a summary description of methodology used to assess effectiveness and adequacy of mitigation measures and control mechanisms;

• an assessment of the adequacy and effectiveness of mitigation measures and control mechanisms; and

• conclusions on any deficiencies identified as a result of the assessment and proposed corrective actions.

[deleted]
[deleted]
[deleted]

[deleted]
Small Payment Institution Return

This annex consists only of one or more forms. Firms are required to submit the returns using the electronic means made available by the FCA.
Notes on completing FSA057 (Small Payment Institution Return)

FSA057 Payment Services Directive Transactions

Valuation
Firms should follow their normal accounting practice wherever possible.

Currency
Some questions require you to answer in GBP, whilst some require you to answer in EUR.

- Elements 11 to 13 should be completed in GBP.
- Element 15 should be completed in EUR.
- Element 2 should be answered in EUR and GBP.

The exchange rate entered at element 14 should be used throughout the return to convert GBP to EUR where required.

Data elements
These are referred to by row first, then by column, so data element 2A will be the element numbered 2 in column A.

INTRODUCTORY MATTERS

Element 11A: State, in GBP, the total income of the whole legal entity, across all activity, for the reporting period. Follow your firm’s normal accounting practice when answering this question (i.e. this should be the same figure as the total income figure in your annual accounts).

Element 12A: State, in GBP, the total income for the reporting period which derived from payment services. Follow your normal accounting practice when answering this question.

Element 13A: State, in GBP, the total operating profit or loss of the whole legal entity for the reporting period. Operating profit or loss is calculated after ordinary operating expenses are deducted from the gross profit, but before interest, tax, dividend payments and any extraordinary items are deducted.

TRANSACTION AND USER INFORMATION

Element 1A: State the number of payment transactions executed by your firm during the reporting period. This includes payment transactions executed by UK agents of your firm. If your firm was not FCA authorised or registered for the entire year to which this return relates, you should only include transactions made since your firm was FCA authorised or registered.

Element 14A: Please provide the EUR equivalent value for 1 GBP to four decimal places. This should be the market rate as quoted by the European Central Bank in place at the end of the reporting period. The InforEuro website provides historical exchange rates on a month-by-month basis: http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/index_en.cfm

Element 2: State the total amount (i.e. value) of all payment transactions executed during the reporting period. This includes payment transactions executed by agents of your firm. Note that you should enter the total gross value of the payment transactions, not the income generated by them. This figure should be provided in EUR and GBP.
**Element 3A:** Enter the full number of months during the reporting period that your firm was FCA registered. For example, if you are completing this return for the period ending 31 December and you were authorised or registered by the FCA on 15 October then you should enter ‘2’.

**Element 15A:** Enter the monthly average value of the total payment transactions executed over the reporting period. This should be the EUR figure entered at element 2 divided by the number of full months during the reporting period that your firm was registered (i.e. the number entered at element 3A). If the monthly average is inflated as a result of rounding to full months, you may calculate the monthly average by taking into account the partial month of registration in this figure only.

**Element 16A:** State the number of new users / customers who have used your firm’s payment services during the reporting period. This means those users that have entered into framework contracts or single payment service contracts during the reporting period and includes all customer types, including individual consumers and any corporate customers.

**SAFEGUARDING OF CLIENT ASSETS**

**Element 4A:** State whether you voluntarily safeguard relevant funds. Under the PSRs 2017, small PIs can choose to comply with safeguarding requirements in order to offer the same protections over customer funds as authorised PIs must provide. If an SPI does choose to safeguard they will need to apply the same levels of protection as are expected of an authorised PI. We will expect an SPI to tell us if it is choosing to safeguard funds. SPIs that answer ‘No’ to this question should move to the Number of Agents section.

If you answer ‘Yes’, to this question you must select the relevant box(es) to identify the method(s) used by the firm to safeguard relevant funds and answer the relevant questions relating to this method. At least one of the boxes in elements 5 to 9 must be selected.

**NUMBER OF AGENTS**

**Element 10A:** State the number of agents in the UK that you have registered to undertake payment services.

**PAYMENT SYSTEMS**

**Element 17A:** If your firm is a member of any sterling interbank payment systems, select the appropriate system(s) from the drop-down list. This means where you have a direct relationship with the operators of the payment system.

**Element 19A:** If your firm accesses, on an indirect basis, any sterling interbank payment systems, select the appropriate system(s) from the drop-down list. This means where the PSP indirectly accesses payment systems through the services of another PSP that is a direct participant or member of that payment system.

**Element 21A:** If your firm accesses any sterling interbank payment systems on an indirect basis select the institution that is the primary provider of that indirect access.
Client Money and Asset Return (CMAR)

This annex consists only of one or more forms. Forms are to be found through the following address:

*Client Money and Asset Return (CMAR) - SUP 16 Annex 29R*
Guidance notes for the data item in SUP 16 Annex 29R

This annex consists only of Guidance notes for the data item in SUP 16 Annex 29R.
Electronic money: returns

The returns for electronic money institutions are set out in [SUP 16 Annex 30A to SUP 16 Annex 30G D].
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[deleted]
Small electronic money institutions - total outstanding electronic money return

This annex consists only of one or more forms. Forms are to be found through the following address:

FSA065 Small electronic money institutions - total electronic money outstanding @ 31st December - SUP 16 Annex 30G D
Authorised electronic money institution questionnaire

This annex consists only of one or more forms. Firms are required to submit the returns using the electronic means made available by the FCA.
SUP 16: Reporting requirements

Annex 30H
Notes on completing authorised electronic money institution questionnaire

FIN060 Authorised Electronic Money Institution Questionnaire

Valuation Firms should follow their normal accounting practice wherever possible.

Currency

Some questions require you to answer in GBP, whilst some require you to answer in EUR. The exchange rate entered at element 31 should be used throughout the return to convert GBP to EUR where required.

- Elements 1 to 4 and 12 to 30 must be completed in GBP.
- All other monetary answers must be in EUR.

Figures should be entered in single units in the currency specified. For example, €1,234,567.50 should be entered as 1234567.

Section 1: Income Statement

Element 1: State, in GBP, the total income of the legal entity, across all activity, for the reporting period. Follow your firm’s normal accounting practice when answering this question (i.e. this should be the same figure as the total income figure in your annual accounts).

Element 2: State, in GBP, the total income for the reporting period, derived from the issuance of e-money and related payment services. Follow your normal accounting practice when answering this question. ‘Related payment services’ means those payment services that are related to the issuance of e-money.

Element 3: State, in GBP, the total income for the reporting period, derived from the provision of unrelated payment services. Follow your normal accounting practice when answering this question. ‘Unrelated payment services’ means those payment services (as defined in the Payment Services Regulations 2017) that are not related to the issuance of e-money. If you do not provide unrelated payment services, please enter ‘0’.

Element 4: State, in GBP, the total operating profit or loss of the legal entity for the reporting period. Operating profit or loss is calculated after ordinary operating expenses are deducted from the gross profit, but before interest, tax, dividend payments and any extraordinary items are deducted.

Section 2: EMRs and PSRs 2017 activity

Section 2(a): EMRs activity

Element 5: Enter the full number of months during the reporting period that your firm was FCA authorised or registered. For example, if you are completing this return for the period ending 31 December and you were authorised or registered by the FCA on 15 October then you should enter ‘2’.

Element 6: State (in EUR) the amount of e-money that was outstanding at the end of the period to which this return relates.

Elements 7 and 8: State the number of e-money accounts open at the start and end of the reporting period. This includes all customer types (consumers and corporates). If a customer has multiple accounts, you should include each account in the total. Section 2(b): PSRs 2017 activity
**Element 9**: 'Unrelated payment services' means payment services as defined in the PSRs 2017 that are not related to the issuance of e-money. If the answer to this question is 'No' you do not need to answer questions 10 and 11 or Section 4: Capital requirements for unrelated payment services.

**Element 10**: State the number of unrelated payment transactions executed by your firm during the reporting period. This includes payment transactions executed by agents of your firm.

**Element 11**: State, in EUR, the total value of all the unrelated payment transactions executed during the reporting period. This includes payment transactions executed by agents of your firm. Note that you should enter the total gross value of the payment transactions, not the income generated by them.

**Section 3: Net capital resources**

**Section 3 (a-d)**

For the purposes of Section 3, please provide, in GBP, a value for Common Equity Tier 1, Additional Tier 1 and Tier 2 capital items. You will also need to provide values for adjustments, deductions, exemptions, and temporary waivers (entering zero where not relevant).

To understand the items that may be used to form 'own funds', firms should consult the PSRs 2017, the Capital Requirements Regulation (EU) 575/2013 (CRR), and the Payment Services and Electronic Money Approach Document.

Regulation 2 of the PSRs 2017 sets out that own funds has the definition given in the CRR Article 4(1)(118). Own funds consist of Tier 1 and Tier 2 items. Tier 1 is formed of Common Equity Tier 1 and Additional Tier 1. At least 75% of Tier 1 capital must be held as Common Equity Tier 1 capital and Tier 2 capital must be equal to or less than one third of Tier 1 capital. The return will take into account these limits when automatically calculating figures for eligible amounts in elements 26B to 29B – these do not need to be manually entered.

**Section 3 (e)**

**Element 30**: This should be the sum of the capital items listed at 28B to 29B.

**Element 31**: Please provide the EUR equivalent value for 1 GBP to four decimal places. This should be the market rate as quoted by the European Central Bank in place at the end of the reporting period. The InforEuro website provides historical exchange rates on a month-by-month basis: http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/index_en.cfm

**Element 32**: State the EUR equivalent of element 30 above.

**Section 4: Capital requirements for unrelated payment services**

These questions are only applicable to an authorised EMI that has answered ‘Yes’ to Q9.

**Section 4(a): Method used to calculate ongoing requirements**

**Element 33**: Firms should indicate which of the three methods (Methods A/B/C) they use to calculate their own funds requirement for unrelated payment services [Part 2] of Schedule 2 of the Electronic Money Regulations 2011).

Firms only need to complete those parts of the form that apply to their chosen method of calculating own funds.

If your firm has not completed a full financial year of business, then, in lieu of the figure for the ‘preceding year’ or the ‘previous financial year’, you must use the projected figure(s) that your firm submitted to the FCA when applying for authorisation (subject to any adjustments that the FCA required or may require).

Please refer to Chapter 9 (Capital resources and requirements) of our Payment Services and Electronic Money Approach Document for further detail on how to calculate the own funds requirement.
Section 4(b): Method A calculation

Element 34: State, in EUR, the total fixed overheads for the preceding year. Please refer to Chapter 9 of our Payment Services and Electronic Money Approach Document for further guidance on fixed overheads.

Element 35: State, in EUR, the figure equal to 10% of the figure you have reported in element 34.

Section 4(c): Method B calculation

Element 36: ‘Payment volume’ means the total value, in EUR, of unrelated payment transactions executed by the firm in the preceding financial year divided by the number of months in that year (paragraph 9(3), Part 2, Schedule 3 of the PSRs 2017). This figure should include unrelated payment transactions executed by agents.

Element 37: State, in EUR, the figure that equals 4% of the first €5m of payment volume.

Element 38: State, in EUR, the figure that equals 2.5% of payment volume between €5m and €10m. If your firm has undertaken less than €5m in payment volume, insert a zero in this box.

Element 39: State, in EUR, the figure that equals 1% of payment volume between €10m and €100m. If your firm has undertaken less than €10m in payment volume, insert a zero in this box.

Element 40: State, in EUR, the figure that equals 0.5% of payment volume between €100m and €250m. If your firm has undertaken less than €100m in payment volume, insert a zero in this box.

Element 41: State, in EUR, the figure that equals 0.25% of all payment volume over €250m. If your firm has undertaken less than €250m in payment volume, insert a zero in this box.

Element 42: State, in EUR, the sum of the values from elements 37 to 41 above.

Element 43: The ‘scaling factor’ is:

- 0.50 for an authorised EMI that is providing a payment service specified in paragraph 1(f) of Schedule 1 of the PSRs 2017 (money remittance); and
- 1.00 for an authorised EMI that is providing any other payment service specified in paragraph 1(a) to (e) of Schedule 1 of the PSRs 2017.

The scaling factor should be entered to two decimal places.

Element 44: This figure is calculated using the following equation – element 42 x element 43.

Section 4(d): Method C calculation

Relevant Indicator

Element 45 – Element 48: these figures should be entered in EUR and should cover the expenses or income generated over the reporting period. Please refer to Chapter 9 (Capital resources and requirements) of our Payment Services and Electronic Money Approach Document for further detail on the elements that make up the relevant indicator.

Firms should have regard to paragraphs 10(4)(a)-(d), Part 2, Schedule 3 of the PSRs 2017 for the purposes of calculating the relevant indicator:

- each element must be included in the sum with its positive or negative sign;
- income from extraordinary or irregular items must not be used;
- expenditure on the outsourcing of services rendered by third parties may reduce the relevant indicator if the expenditure is incurred from a payment service provider;
- the relevant indicator is calculated on the basis of the twelve-monthly observation at the end of the previous financial year;
- the relevant indicator must be calculated over the previous financial year; and
- audited figures must be used unless they are not available in which case business estimates may be used.
**Element 49:** The ‘total relevant indicator of income’ is the sum of the amounts stated in elements 45 to 48 above.

*Multiplication Factor*

**Element 50:** State, in EUR, the figure that equals 10% of the first €2.5m of the ‘total relevant indicator of income’ (i.e. the figure in element 49).

**Element 51:** State, in EUR, the figure that equals 8% of the ‘total relevant indicator of income’ between €2.5m and €5m. If your firm’s total relevant indicator of income is less than or equal to €2.5m, you should enter zero in this box.

**Element 52:** State, in EUR, the figure that equals 6% of the ‘total relevant indicator of income’ between €5m and €25m. If your firm’s total relevant indicator of income is less than or equal to €5m, you should enter zero in this box.

**Element 53:** State, in EUR, the figure that equals 3% of the ‘total relevant indicator of income’ between €25m and €50m. If your firm’s total relevant indicator of income is less than or equal to €25m, you should enter zero in this box.

**Element 54:** State, in EUR, the figure that equals 1.5% of the ‘total relevant indicator of income’ over €50m. If your firm’s total relevant indicator of income is less than or equal to €50m, you should enter zero in this box.

**Element 55:** State, in EUR, the sum of the values of elements 50 to 54 above (the Multiplication Factor).

**Element 56:** The ‘scaling factor’ is:

- 0.50 for an authorised EMI that is providing a payment service specified in paragraph 1(f) of Schedule 1 PSRs 2017 (money remittance); and
- 1.00 for an authorised EMI that is providing any other payment service specified in paragraph 1(a) to (e) of Schedule 1 PSRs 2017.

The scaling factor should be entered to two decimal places.

**Element 57:** The own funds requirement is calculated by multiplying the total relevant indicator of income (element 49) by the multiplication factor (element 55) and the scaling factor (element 56).

**Section 5: Overall capital requirements**

**Element 58:** You should enter, in EUR, the average outstanding e-money for the last month of the reporting period. ‘Average outstanding e-money’ means the average total amount of financial liabilities related to e-money in issue at the end of each calendar day over the preceding six calendar months, calculated on the first calendar day of each calendar month and applied for that calendar month.

**Element 59:** This figure is 2% of the average outstanding e-money (method D). This figure should be provided in EUR.

**Element 60:** Total own funds: for firms that do not provide unrelated payment services, this is the same figure as Element 59. For firms that do provide unrelated payment services, this is the sum of the own funds requirement for unrelated payment services (method A/B/C) as calculated above and the method D own funds requirement at element 59 above. This figure should be provided in EUR.

**Element 61:** Total capital requirement: enter the higher of €350,000 or the total own funds figure at element 60 (in EUR).

**Element 62:** This is calculated by subtracting the total capital requirement (element 61) from the total net capital resources (element 32). You must enter the figure with a minus symbol if it is of negative value.

**Element 63:** Firms are reminded that method D own funds is based on average outstanding e-money, which involves monthly calculations and the figure entered above at element 59 provides a snapshot for that month. Firms must confirm whether own funds have been equal to or greater than the own
funds requirement in all months of the reporting period. If the answer to this question is ‘No’ you should notify us separately with an explanation.

Section 6: Method of Safeguarding

You must select the relevant box(es) to identify the method(s) used by the firm to safeguard relevant funds. You must provide separate safeguarding information for relevant funds received in exchange for e-money that has been issued and (where relevant) relevant funds received for the purposes of executing unrelated payment transactions. If you do not provide unrelated payment services you do not need to answer elements 64 to 68.

Section 7: Agents

Element 69: State the number of agents that you have registered to undertake payment services (whether unrelated or related).

Section 8: Payment systems

Element 70: If your firm is a member of any sterling interbank payment systems, select the appropriate system(s) from the drop-down list. This means where you have a direct relationship with the operators of the payment system.

Element 72: If your firm accesses, on an indirect basis, any sterling interbank payment systems, select the appropriate system(s) from the drop-down list. This means where the EMI indirectly accesses payment systems through the services of another PSP that is a direct participant or member of that payment system.

Element 74: If your firm accesses any sterling interbank payment systems on an indirect basis select the institution that is the primary provider of that indirect access.

Section 9: Providers of account information services or payment initiation services

Account information services (AIS)

(i) Elements 75 to 79 should only be answered by firms providing AIS.

Element 75: State the number of payment accounts that your firm has accessed for the purposes of providing AIS during the reporting period. You should count each individual payment account once, even where it has been accessed multiple times.

Element 76: State the number of customers that have used your firm’s AIS in the reporting period. Each customer should be counted once (including where the customer has used the AIS multiple times).

Element 77: State the minimum monetary amount (in EUR) of the professional indemnity insurance (or comparable guarantee) (‘PII’) calculated in accordance with the European Banking Authority Guidelines on Professional Indemnity Insurance under PSD2.

Element 78: Please enter the amount of coverage of the PII that is held. This should be entered in EUR. Please use the same conversion rate entered at element 31A.

Element 79: If the terms of your firm’s PII have changed in any respect since its authorisation or registration (if this is the first return), or since the last time this report was submitted, please explain here. This includes the insurance cover (i.e. the monetary amount), what the insurance covers (i.e. the losses or circumstances in which the insurance is payable), the terms and conditions, any limits or exclusions or any other change to the policy.

Payment initiation services (PIS)

(ii) Elements 80 to 85 should only be answered by firms providing PIS.

Element 80: State the number of payment accounts that your firm has accessed for the purposes of providing PIS during the reporting period. You should count each individual payment account once, even where it has been accessed multiple times.

Element 81: This should be the total number of payment transactions initiated using your firm’s PIS in the reporting period.
Element 82: This should be the total value of the payment transactions initiated using your firm’s PIS in the reporting period.

Element 83: State the minimum monetary amount (in EUR) of the professional indemnity insurance (or comparable guarantee) (‘PII’) calculated in accordance with the European Banking Authority Guidelines on Professional Indemnity Insurance under PSD2.

Element 84: Please enter the amount of coverage of the PII that is held. This should be entered in EUR.

Element 85: If the terms of your firm’s PII has changed in any respect since its authorisation or registration (if this is the first return), or since the last time this report was submitted, please explain here. This includes the insurance cover (i.e. the monetary amount), what the insurance covers (i.e. the losses or circumstances in which the insurance is payable), the terms and conditions, any limits or exclusions or any other change to the policy.
Small electronic money institution questionnaire

This annex consists only of one or more forms. Firms are required to submit the returns using the electronic means made available by the FCA.
Notes on completing small e-money institution questionnaire

FIN060 Small E-Money Institution Questionnaire

Valuation

Firms should follow their normal accounting practice wherever possible.

Currency

Some questions require you to answer in GBP, whilst some require you to answer in EUR. The exchange rate entered at element 34 should be used throughout the return to convert GBP to EUR where required.

- Elements 1 to 4 and 15 to 33 must be completed in GBP.
- All other monetary answers must be in EUR.

Figures should be entered in single units in the currency specified. For example, €1,234,567.50 should be entered as 1234567.

Section 1: Income Statement

Element 1: State, in GBP, the total income of the legal entity, across all activity, for the reporting period. Follow your firm’s normal accounting practice when answering this question (i.e. this should be the same figure as the total income figure in your annual accounts).

Element 2: State, in GBP, the total income for the reporting period, derived from the issuance of e-money and related payment services. Follow your normal accounting practice when answering this question. ‘Related payment services’ means those payment services that are related to the issuance of e-money.

Element 3: State, in GBP, the total income for the reporting period, derived from the provision of unrelated payment services. Follow your normal accounting practice when answering this question. ‘Unrelated payment services’ means those payment services (as defined in the Payment Services Regulations 2017) that are not related to the issuance of e-money. If you do not provide unrelated payment services, please enter ‘0’.

Element 4: State, in GBP, the total operating profit or loss of the legal entity for the reporting period. Operating profit or loss is calculated after ordinary operating expenses are deducted from the gross profit, but before interest, tax, dividend payments and any extraordinary items are deducted.

Section 2: EMRs and PSRs 2017 activity

Section 2(a): EMRs activity

Element 5: Enter the full number of months during the reporting period that your firm was FCA authorised or registered. For example, if you are completing this return for the period ending 31 December and you were authorised or registered by the FCA on 15 October then you should enter ‘2’.

Element 6: State, in EUR, the amount of e-money that was outstanding at the end of the period to which this return relates.

Elements 7: You should enter, in EUR, the average outstanding e-money for the last month of the reporting period. ‘Average outstanding e-money’ means the average total amount of financial liabilities related to e-money in issue at the end of each calendar day over the preceding six calendar months, calculated on the first calendar day of each calendar month and applied for that calendar month.
**Element 8 and 9:** State the number of e-money accounts open at the start and end of the reporting period. This includes all customer types (consumers and corporates). If a customer has multiple accounts, you should include each account in the total.

**Section 2(b): PSRs 2017 activity**

‘Unrelated payment services’ means payment services as defined in the PSRs 2017 that are not related to the issuance of e-money. If you do not provide unrelated payment services please enter ‘0’ for each of these questions.

**Element 10:** State the number of unrelated payment transactions executed by your firm during the reporting period. This includes payment transactions executed by agents of your firm.

**Element 11:** State, in EUR, the total value of all the unrelated payment transactions executed during the reporting period. This includes payment transactions executed by UK agents of your firm. Note that you should enter the total gross value of the payment transactions, not the income generated by them.

**Element 12:** Enter, in EUR, the monthly average value of the total unrelated payment transactions executed over the reporting period. This should be the figure entered at element 11 divided by the number of full months during the reporting period that your firm was registered (i.e. the number entered at element 10). If the monthly average is inflated as a result of rounding to full months, you may calculate the monthly average by taking into account the partial month of registration in this figure only.

**Section 3: Capital requirements for e-money**

**Element 13:** ‘Average outstanding e-money’ means the average total amount of financial liabilities related to e-money in issue at the end of each calendar day over the preceding six calendar months, calculated on the first calendar day of each calendar month and applied for that calendar month. If you firm has generated average outstanding e-money of €500,000 or more for any month of the reporting period you should enter ‘Yes’. This triggers the requirement to hold own funds (regulation 19(2) of the [Electronic Money Regulations 2011](https://www.gov.uk/government/legislation/electronic-money-regulations-2011)). If the answer to Element 13 is ‘Yes’ you must answer elements 30 to 37.

**Element 14:** This figure is 2% of the average outstanding e-money (element 7). This figure should be provided in EUR.

**Section 4: Net capital resources**

**Sections 4(a-d)**

For the purposes of Section 4, please provide a value for Common Equity Tier 1, Additional Tier 1 and Tier 2 capital items. You will also need to provide values for adjustments, deductions, exemptions, and temporary waivers (entering zero where not relevant).

To understand the items that may be used to form ‘own funds’, firms should consult the PSRs 2017, the [Capital Requirements Regulation (EU) 575/2013 (CRR)](https://eur-lex.europa.eu/eli/reg/2013/575/oj), and the Payment Services and Electronic Money Approach Document.

Regulation 2 of the PSRs 2017 sets out that own funds has the definition given in the CRR Article 4(1)(118). Own funds consist of Tier 1 and Tier 2 items. Tier 1 is formed of Common Equity Tier 1 and Additional Tier 1. At least 75% of Tier 1 capital must be held as Common Equity Tier 1 capital and Tier 2 capital must be equal to or less than one third of Tier 1 capital. The return will take into account these limits when calculating a figure for total capital resources.

**Section 4(e): Total capital resources**

**Element 30:** This should be the sum of the capital items listed at 31B to 32B.

**Element 31:** Please provide the EUR equivalent value for 1 GBP to four decimal places. This should be the market rate as quoted by the European Central Bank in place at the end of the reporting period. The InforEuro website provides historical exchange rates on a month-by-month basis: [http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/index_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/index_en.cfm)

**Element 32:** State the EUR equivalent of element 30 above.
Section 4(f): Total capital surplus / deficit

Element 36: This is calculated by subtracting the capital requirement (element 14) from the total net capital resources (element 32). You must enter the figure with a minus symbol if it is of negative value.

Element 37: Firms are reminded that the capital requirement (or own funds) is based on average outstanding e-money, which involves monthly calculations. The figures entered above at elements 14 and 36 provide a snapshot as at the end of the reporting period. Firms must confirm whether own funds have been equal to or greater than the own funds requirement in all months of the reporting period. If the answer to this question is ‘No’ you should notify us separately with an explanation.

Section 6: Method of Safeguarding

You must select the relevant box(es) to identify the method(s) used by the firm to safeguard relevant funds. You must provide separate safeguarding information for relevant funds received in exchange for e-money that has been issued and (where relevant) relevant funds received for the purposes of executing unrelated payment transaction.

If you do not provide unrelated payment services you do not need to answer elements 36 to 42.

Section 7: Agents

Element 43: State the number of agents that you have registered to undertake payment services in the UK (whether unrelated or related).

Section 8: Payment systems

Element 44: If your firm is a member of any sterling interbank payment systems, select the appropriate system(s) from the drop-down list. This means where you have a direct relationship with the operators of the payment system.

Element 46: If your firm accesses, on an indirect basis, any sterling interbank payment systems, select the appropriate system(s) from the drop-down list. This means where your firm indirectly accesses payment systems through the services of another PSP that is a direct participant or member of that payment system.

Element 48: If your firm accesses any sterling interbank payment systems on an indirect basis select the institution that is the primary provider of that indirect access.
Prudent Valuation Return

This annex consists only of one or more forms. Forms are to be found through the following address:

Prudent Valuation Return - SUP 16 Annex 31AR
Guidance notes for data items in SUP 16 Annex 31AR

This annex consists only of one or more forms. Forms are to be found through the following address:

Guidance notes for data items in SUP 16 Annex 31AR - SUP 16 Annex 31BG
Bidding in emissions auctions return

This annex consists only of one or more forms. Forms are to be found through the following address:

*Bidding in emissions auctions return - SUP 16 Annex 32 R*
[deleted]
Remuneration Benchmarking Information Report

This annex consists only of one or more forms. Forms are to be found through the following address:

Remuneration Benchmarking Information Report - SUP 16 Annex 33AR
Guidance notes for data items in SUP 16 Annex 33AR

FCA

(1) Financial year for which the remuneration is awarded

A firm’s financial year should be designated by reference to the calendar year in which it ends. For example, if a firm’s accounting reference date is 31 March 2013, the financial year that begins on 1 April 2013 and ends on 31 March 2014 will be the firm’s 2014 financial year.

(2) Consolidation

When reporting on a consolidated basis as a UK lead regulated group, firms should where possible treat the consolidation group as a single entity (i.e. line-by-line) rather than on an aggregation basis.

(3) Reference year of data collected and currency conversion

(a) See ■ SUP 16.17.3R (5) which provides that firms must report in euros. To convert into euros, firms must use the rates published by the European Commission for financial programming and budget for December of the reported year. The table is published on the European Commission’s website: http://ec.europa.eu/budget/contracts_grants/info:contracts/infforeuro/index_en.cfm.

The table contains monthly exchange rates. A list sorted by country name can be generated using the ‘access by list of countries’ function. Institutions should use the exchange rate applicable for the month in which the financial year ended.

Figures should be reported in full amounts.

(b) Data should comprise both fixed and variable remuneration awarded for performance during the performance year preceding the year of submission of the information.

(c) Remuneration awarded based on multi-year accrual periods that do not revolve on an annual basis, i.e. where institutions do not start a new multi-year period every year, should be fully allocated to the performance year in which the remuneration was awarded, without consideration of the point in time when the variable remuneration is effectively paid. These amounts should be reported separately to allow a further analysis of fluctuations of the variable remuneration and should not be deducted from the amount of variable remuneration reported.

(d) The information to be provided on ex-post adjustments (which adjusts remuneration for crystallisation of specific risks events), including clawback and malus, refers to the application of these arrangements for remuneration already awarded. These amounts should be reported separately and should not be deducted from the amount of variable remuneration reported.

(e) Only the amounts of variable remuneration awarded in the performance year should be reported as deferred. Deferred variable remuneration for previous periods that has not yet vested should be reported separately.

(f) Where numbers should be reported in terms of the headcount, the number of natural persons should be entered, independent of the number of working hours on which their
contract is based. Where numbers should be reported in terms of the full-time equivalent, the number should be based on the percentage of time that a staff member is employed compared to a full-time contract.

(g) Staff should be classified under the function or business area where they carry out the predominant part of their business activities. The full amount of their remuneration awarded to that staff member within the group or institution should be reported under this function or business area.

(4) Data elements

These are referred to by row first and then by column, so data element 2B will be in row 2 and column B.

(5) Definitions

For the purpose of completing the form in SUP 16 Annex 33A, the following terms are defined:

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>MB Supervisory Function</td>
<td>Members of the <em>management body in its supervisory function</em>; this includes non-executive directors of any board in the scope of consolidation.</td>
</tr>
<tr>
<td>MB Management Function</td>
<td>Members of the <em>management body</em> in its management function who have executive functions within the management body; this includes all executive directors of any board in the scope of consolidation.</td>
</tr>
<tr>
<td>Investment Banking</td>
<td>Include corporate finance advice services, private equity, capital markets, trading and sales.</td>
</tr>
<tr>
<td>Retail Banking</td>
<td>Include total lending activity (to individuals and enterprises).</td>
</tr>
<tr>
<td>Asset Management</td>
<td>Include portfolio management, managing of UCITS and other forms of asset management.</td>
</tr>
<tr>
<td>Corporate Functions</td>
<td>All functions that have responsibilities for the whole <em>institution</em> at the consolidated level and for subsidiaries with such functions at the solo level, e.g. Human Resources, IT.</td>
</tr>
<tr>
<td>Independent Control Functions</td>
<td>Staff active in the independent risk management, compliance and internal audit functions as described in the EBA’s guidelines on internal governance. Such reporting requirements should apply to these functions at the consolidated level and for subsidiaries with such functions at the solo level.</td>
</tr>
<tr>
<td>All Other</td>
<td>This column should include staff that cannot be allocated to one of the designated business areas.</td>
</tr>
<tr>
<td>Senior management</td>
<td>As defined in the <em>Glossary</em>, that is those persons who are a natural person and who exercise executive functions in an <em>institution</em> and who are responsible and accountable to the management body for the day-to-day management of the <em>institution</em>.</td>
</tr>
<tr>
<td>Control Functions</td>
<td>Control functions comprise control functions within the business units and the independent compliance, risk control and internal audit function.</td>
</tr>
<tr>
<td>Identified Staff</td>
<td>Staff whose professional activities have a material impact on the <em>firm’s</em> risk profile in accordance with Regulation (EU) 604/2014 (Regulatory technical standards to identify staff who are material risk takers). For data relating to the performance year 2013, identified staff are those whose professional activities have a material impact on the <em>firm’s</em> risk profile in accordance with SYSC 19A.3.4 R.</td>
</tr>
<tr>
<td>Fixed remuneration</td>
<td>Fixed <em>remuneration</em> includes payments, proportionate regular (non-discretionary) pension contributions or benefits (where they are without consideration of any performance criteria).</td>
</tr>
</tbody>
</table>
**Term** | **Definition**
--- | ---
Variable remuneration | Variable *remuneration* includes additional payments or benefits depending on performance or, in exceptional circumstances, other contractual elements but not those which form part of routine employment packages (such as healthcare, childcare facilities or proportionate regular pension contributions). Both monetary and non-monetary benefits should be included. Amounts should be reported gross, without any reduction due to the application of the discount rate for variable *remuneration* for the categories of total variable *remuneration*, variable in cash, variable in shares and share-linked instruments, and variable in other types of instruments.

Variable remuneration in other types of instruments which has been deferred | Cash and instruments in accordance with Commission Delegated Regulation (EU) No 527/2014 (Regulatory technical standards specifying the classes of instruments that adequately reflect the credit quality of a firm as a going concern and are appropriate to be used for the purposes of variable remuneration).

Deferred variable remuneration in other types of instrument | Instruments in accordance with Commission Delegated Regulation (EU) No 527/2014 (Regulatory technical standards specifying the classes of instruments that adequately reflect the credit quality of a firm as a going concern and are appropriate to be used for the purposes of variable remuneration).

Deferred remuneration | Should be determined with reference to SYSC 19A.3.49 R. Amounts should be reported gross, without any reduction due to the application of the discount rate for deferred variable *remuneration* for the categories of total deferred variable *remuneration*, deferred variable in cash, deferred variable in shares and share-linked instruments, and deferred variable in other types of instruments.

Discretionary pension benefits | As defined in the Glossary with reference to article 4(1)(73) of the EU CRR, which means enhanced pension benefits granted on a discretionary basis by a firm to an employee as part of that employee’s variable *remuneration* package, which do not include accrued benefits granted to an employee under the terms of the company pension scheme.

(6) Specific guidance on data fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information on remuneration of identified staff</td>
<td></td>
</tr>
<tr>
<td>3B-I</td>
<td>Number of staff</td>
</tr>
<tr>
<td>4C-I</td>
<td>Total number of staff</td>
</tr>
<tr>
<td>6B-I</td>
<td>Total remuneration</td>
</tr>
<tr>
<td>7B-I</td>
<td>Variable remuneration</td>
</tr>
<tr>
<td>Business Areas</td>
<td></td>
</tr>
<tr>
<td>8B-C</td>
<td>Members of management body</td>
</tr>
<tr>
<td>9D-I</td>
<td>Number of identified staff</td>
</tr>
<tr>
<td>Field</td>
<td>Guidance</td>
</tr>
<tr>
<td>--------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>10D-I</td>
<td>The number of identified staff in senior management positions should be reported as a headcount figure and be based on year end numbers.</td>
</tr>
<tr>
<td>11B-18I</td>
<td>Deferred fixed and variable <em>remuneration</em> should not be included in these fields.</td>
</tr>
<tr>
<td>19B-22I</td>
<td>Includes deferred variable <em>remuneration</em>.</td>
</tr>
<tr>
<td><strong>Additional information regarding the amount of total variable remuneration</strong></td>
<td></td>
</tr>
<tr>
<td>23B-I</td>
<td>This position includes the deferred variable <em>remuneration</em> which was awarded in previous periods and which has not yet vested. Amounts should be reported gross, without any reduction due to the application of the discount rate for deferred variable <em>remuneration</em>.</td>
</tr>
<tr>
<td>24B-I</td>
<td>Expressed as a monetary value. Explicit ex post performance adjustment in accordance with SYSC 19A.3.51 R and SYSC 19A.3.51A R.</td>
</tr>
<tr>
<td>25B-I</td>
<td>Expressed as number of individuals.</td>
</tr>
<tr>
<td>26B-I</td>
<td>Expressed as a monetary value. Guaranteed variable <em>remuneration</em> in accordance with SYSC 19A.3.40 R.</td>
</tr>
<tr>
<td>28B-I</td>
<td>The total monetary value of severance payments in the financial year.</td>
</tr>
<tr>
<td>30B-I</td>
<td>The total number of beneficiaries expressed as individuals.</td>
</tr>
<tr>
<td>31B-I</td>
<td>The total amount of contributions should be provided in euros.</td>
</tr>
<tr>
<td>32B-I</td>
<td>See Guidance note (3)(c).</td>
</tr>
<tr>
<td><strong>Information on identified staff remunerated EUR 1 million or more in year</strong></td>
<td></td>
</tr>
<tr>
<td>33A-XC</td>
<td>The number of identified staff within each pay bracket should be expressed in headcount figures. Further brackets should be added in ranges of EUR 1 million where needed.</td>
</tr>
</tbody>
</table>
High Earners Report

This annex consists only of one or more forms. Forms are to be found through the following address:

*High Earners Report* - [SUP 16 Annex 34AR](#)
Guidance notes for data items in SUP 16 Annex 34AR

(1) Financial year for which the remuneration is awarded

A firm’s financial year should be designated by reference to the calendar year in which it ends. For example, if a firm’s accounting reference date is 31 March 2013, the financial year that begins on 1 April 2013 and ends on 31 March 2014 will be the firm’s 2014 financial year.

(2) Consolidation

When reporting on a consolidated basis as a UK lead regulated group, firms should where possible treat the consolidation group as a single entity (i.e. line-by-line) rather than on an aggregation basis.

(3) Currency

See SUP 16.17.4R (9) which provides that firms must report in euros. To convert into euros, firms must use the rates published by the European Commission for financial programming and budget for December of the reported year. The table is published on the European Commission’s website: [http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/inforeuro_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/inforeuro/inforeuro_en.cfm)

The table contains monthly exchange rates. A list sorted by country name can be generated using the ‘access by list of countries’ function. Institutions should use the exchange rate applicable for the month in which the financial year ended.

Figures should be reported in full amounts.

(4) Information to be collected

(a) High earners should be classified under the EEA State, function or business area and responsibility where they carry out the predominant part of their business activities. The full amount of remuneration awarded to the relevant high earner within the group or firm should be reported under this EEA State, function or business area and responsibility.

(b) If the predominant areas for one high earner have the same weight, the firm should allocate the high earner and his remuneration taking into account the allocation of other high earners, so that the report best reflects the distribution of high earners within the firm.

(c) For each high earner, figures should only be reported once and the full amounts should be assigned to one EEA State, one function or business area and responsibility only.

(d) High earners who carry out professional activities both within and outside the EEA should be classified under an EEA State only if they carry out the predominant part of their professional activities within the EEA. Otherwise, figures should not be reported.

(5) Data elements

These are referred to by row first and then by column, so data element 2B will be in row 2 and column B.

(6) Separate templates
Firms should submit a separate template for each EEA Member State where the group is operating.

(7) Definitions

For the purpose of completing the form in SUP 16 Annex 34A, the following terms are defined:

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>MB Supervisory Function</td>
<td>Members of the management body in its supervisory function; this includes non-executive directors of any board in the scope of consolidation.</td>
</tr>
<tr>
<td>MB Management Function</td>
<td>Members of the management body in its management function who have executive functions within the management body; this includes all executive directors of any board in the scope of consolidation.</td>
</tr>
<tr>
<td>Investment Banking</td>
<td>Include corporate finance advice services, private equity, capital markets, trading and sales.</td>
</tr>
<tr>
<td>Retail Banking</td>
<td>Include total lending activity (to individuals and enterprises).</td>
</tr>
<tr>
<td>Asset Management</td>
<td>Include portfolio management, managing of UCITS and other forms of asset management.</td>
</tr>
<tr>
<td>Corporate Functions</td>
<td>All functions that have responsibilities for the whole institution at the consolidated level and for subsidiaries with such functions at the solo level, e.g. Human Resources, IT.</td>
</tr>
<tr>
<td>Independent Control Functions</td>
<td>Staff active in the independent risk management, compliance and internal audit functions as described in the EBA’s guidelines on internal governance. Such reporting requirements should apply to these functions at the consolidated level and for subsidiaries with such functions at the solo level.</td>
</tr>
<tr>
<td>All Other</td>
<td>This column should include staff that cannot be allocated to one of the designated business areas.</td>
</tr>
<tr>
<td>Senior management</td>
<td>As defined in the Glossary, that is those persons who are a natural person and who exercise executive functions in an institution and who are responsible and accountable to the management body for the day-to-day management of the institution.</td>
</tr>
<tr>
<td>Control Functions</td>
<td>Control functions comprise control functions within the business units and the independent compliance, risk control and internal audit function.</td>
</tr>
<tr>
<td>High Earners</td>
<td>As defined in the Glossary, that is an employee whose total annual remuneration is EUR 1 million or more per year or its equivalent in another currency determined by reference to the conversion rate applicable to the corresponding High Earners Report under SUP 16.</td>
</tr>
<tr>
<td>Identified Staff</td>
<td>Staff whose professional activities have a material impact on the firm's risk profile in accordance with Regulation (EU) 604/2014 (Regulatory technical standards to identify staff who are material risk takers). For data relating to the performance year 2013, identified staff are those whose professional activities have a material impact on the firm's risk profile in accordance with SYSC 19A.3.4 R.</td>
</tr>
<tr>
<td>Fixed remuneration</td>
<td>Fixed remuneration includes payments, proportionate regular (non-discretionary) pension contributions or benefits (where they are without consideration of any performance criteria).</td>
</tr>
<tr>
<td>Variable remuneration</td>
<td>Variable remuneration includes additional payments or benefits depending on performance or, in exceptional circumstances, other contractual elements but not those which form part of routine employment packages (such as healthcare, childcare facilities or proportionate regular pension contributions). Both monetary</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>and non-monetary benefits should be included. Amounts should be</td>
<td>reported gross, without any reduction due to the application of the discount rate for variable remuneration for the categories of total variable remuneration, variable in cash, variable in shares and share-linked instruments, and variable in other types of instruments.</td>
</tr>
<tr>
<td>Variable remuneration in other types of instruments</td>
<td>Instruments in accordance with Commission Delegated Regulation (EU) No 527/2014 (Regulatory technical standards specifying the classes of instruments that adequately reflect the credit quality of a firm as a going concern and are appropriate to be used for the purposes of variable remuneration).</td>
</tr>
<tr>
<td>Deferred variable remuneration in other types of instrument</td>
<td>Should be determined with reference to SYSC 19A.3.49 R. Amounts should be reported gross, without any reduction due to the application of the discount rate for deferred variable remuneration for the categories of total deferred variable remuneration, deferred variable in cash, deferred variable in shares and share-linked instruments, and deferred variable in other types of instruments.</td>
</tr>
<tr>
<td>Deferred remuneration</td>
<td>As defined in the Glossary with reference to article 4(1)(73) of the EU CRR, which means enhanced pension benefits granted on a discretionary basis by a firm to an employee as part of that employee's variable remuneration package, which do not include accrued benefits granted to an employee under the terms of the company pension scheme.</td>
</tr>
</tbody>
</table>

(8) Specific guidance on data fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>5A</td>
<td>Figures should be provided within value brackets of EUR 1 million (e.g. EUR 1 million to less than EUR 2 million, EUR 2 million to less than EUR 3 million etc.).</td>
</tr>
<tr>
<td>Business Areas</td>
<td></td>
</tr>
<tr>
<td>6B-8H</td>
<td>The numbers of staff in the categories should be the total number of persons and be based on year-end numbers.</td>
</tr>
<tr>
<td>11A-14H</td>
<td>If applicable, deferred fixed remuneration should be included in these fields. Variable remuneration should not be included in these fields.</td>
</tr>
<tr>
<td>15A – 18A</td>
<td>Include all variable remuneration including both variable remuneration awards that have been made upfront and variable remuneration awards that are deferred. Fixed remuneration should not be included in these fields.</td>
</tr>
<tr>
<td>19A-22H</td>
<td>Include deferred variable remuneration only, i.e. this data item should be a subset of the figures provided in row 15 'Total variable remuneration'.</td>
</tr>
<tr>
<td>Additional information regarding the amount of total variable remuneration</td>
<td></td>
</tr>
<tr>
<td>24A-H</td>
<td>The total monetary value of severance payments in the financial year.</td>
</tr>
<tr>
<td>26A-H</td>
<td>Remuneration awarded based on multi-year accrual periods which do not revolve on an annual basis, i.e. where institutions do not start a new multi-year period every year, should be fully allocated to the performance year in which the remuneration was awarded, without consideration of the point in time when the variable remuneration is effectively paid. These amounts should be reported separately to allow a further analysis of fluctuations of the</td>
</tr>
<tr>
<td>Field</td>
<td>Guidance</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Supplementary Information</td>
<td>variable <em>remuneration</em> and should not be deducted from the amount of variable <em>remuneration</em> reported.</td>
</tr>
<tr>
<td>27A Staff categorised as ‘all other’</td>
<td>For staff included in column H ‘all other’, <em>institutions</em> must provide explanatory text including the business area in which those staff sit.</td>
</tr>
</tbody>
</table>
Close Links Monthly Report

This annex consists only of one or more forms. Forms are to be found through the following address:

SUP 16 Annex 35AR
Guidance notes for completion of the close links monthly report in SUP 16 Annex 35AR

This annex consists only of one or more forms. Forms are to be found through the following address:

SUP 16 Annex 35BG
Close Links Annual Report

This annex consists only of one or more forms. Forms are to be found through the following address:

SUP 16 Annex 36AR
Guidance notes for completion of close links annual report in SUP 16 Annex 36AR

This annex consists only of one or more forms. Forms are to be found through the following address:

SUP 16 Annex 36BG
Controllers Report

This annex consists only of one or more forms. Forms are to be found through the following address: SUP 16 Annex 37AR
Guidance notes for completion of controllers report in SUP 16 Annex 37AR

This annex consists only of one or more forms. Forms are to be found through the following address:

SUP 16 Annex 37BG
Data Items relating to Consumer Credit activities

This annex consists only of one or more forms. Forms are to be found through the following address: SUP 16 Annex 38A
Notes for completion of Data Items relating to Consumer Credit activities

This annex consists only of one or more forms. Forms are to be found through the following address:
SUP 16 Annex 38B

Introduction
1. These notes relate to the consumer credit returns in ■ SUP 16 Annex 38AR (Data items relating to consumer credit activities). They aim to assist firms in completing and submitting the data items relevant to credit-related regulated activities.

2. The purpose of these data items is to provide a framework for the collection of information by the FCA as a basis for its supervisory and other activities. They also have the purposes set out in ■ SUP 16.12.2G, including to help the FCA to monitor firms’ financial soundness.

3. The data should not give a misleading impression of the firm. A data item is likely to give a misleading impression if a firm omits a material item, includes an immaterial item or presents items in a manner which is misleading.

Scope
4. Subject to ■ SUP 16.12.29BR, firms undertaking credit-related regulated activities are required to complete the data items applicable to the activities they undertake as set out in ■ SUP 16.12.29CR.

Defined terms
5. Where terms are italicised, they have the meaning shown in the Glossary of definitions in the FCA Handbook. Where we use an alternative word or phrase we expect firms to apply an ordinary meaning to that word or phrase.

6. The credit-related regulated activities are:

(a) entering into a regulated credit agreement as lender;

(b) exercising, or having the right to exercise, the lender’s rights and duties under a regulated credit agreement;

(c) entering into a regulated consumer hire agreement as owner;

(d) exercising, or having the right to exercise, the owner’s rights and duties under a regulated consumer hire agreement;

(e) credit broking;

(f) debt adjusting;

(g) debt counselling;

(h) debt collecting;
(i) debt administration;

(j) providing credit information services;

(k) providing credit references;

(l) operating an electronic system in relation to lending; and

(m) advising on regulated credit agreements for the acquisition of land.

7. A firm does not need to complete these returns if the only credit-related regulated activity it carries on is advising on regulated credit agreements for the acquisition of land. Data should be excluded from the returns to the extent that they relate to credit agreements secured by a legal or equitable mortgage on land.

Currency

8. Unless otherwise stated, firms should report in the currency of their annual audited accounts, where this is sterling, euro, US dollars, Canadian dollars, Swedish kroner, Swiss francs or yen. Where annual audited accounts are reported in a currency outside those specified above, the values should be converted into an equivalent within the list using an appropriate rate of exchange at the reporting date or, where appropriate, the rate of exchange fixed under the terms of any relevant currency hedging transaction.

Data elements

9. These are referred to by row first, then by column, so data element 2B will be the element numbered 2 in column B.

General reporting guidelines

10. The data items in ▲ SUP 16 Annex 38AR (Data Items relating to Consumer Credit activities) should reflect the standard accounting practices followed in the preparation of a firm’s annual report and accounts, unless otherwise stated.

11. The information reported in the returns should cover the reporting period specified, unless otherwise stated.

12. Unless otherwise stated, figures should be reported in single units.

CCR001 – Consumer credit data: Financial data

13. This data item provides the FCA with a snapshot of the assets and liabilities of a firm and data on the firm’s income and profit. It gives us an idea of the firm’s ongoing financial viability and whether this poses any potential risks to consumers.

14. Firms that report CCR001 on a six-monthly basis should report their income and profit data on a cumulative basis. The return for the first reporting period should include income and profit for the first six months from the firm’s accounting reference date. The return for the second six-month period should include income and profit for the entire 12 months.

Guide for the completion of individual fields

Balance sheet items

1A Total shareholder funds/Partnership capital/Sole trader capital

Incorporated firms: add the value of all types of shares, reserves, retained earnings and verified current year profit.

Partnerships and sole traders: add the value of all capital accounts, retained earnings and verified current year profit.

Limited liability partnerships (LLPs): add the value of all cash and capital accounts.
### SUP 16 : Reporting requirements

**Annex 38B requirements**

<table>
<thead>
<tr>
<th>2A</th>
<th>Intangible assets/Investments in subsidiaries/Investment in own shares</th>
<th>Add the value of intangible assets/goodwill, investments in own shares, investments in subsidiaries, material current year losses and, if applicable, excess LLP member's drawings.</th>
</tr>
</thead>
<tbody>
<tr>
<td>3A</td>
<td>Subordinated debt and subordinated loans</td>
<td>Add the value of any subordinated loans and other subordinated debt.</td>
</tr>
</tbody>
</table>

**Current assets**

<table>
<thead>
<tr>
<th>4A</th>
<th>Cash</th>
<th>This is money physically held by the firm and money deposited with banks or building societies.</th>
</tr>
</thead>
<tbody>
<tr>
<td>5A</td>
<td>Debtors/Other</td>
<td>Add the value of all types of debtors, stocks, investments (other than those included in 2A) and loans.</td>
</tr>
</tbody>
</table>

**Current liabilities**

<table>
<thead>
<tr>
<th>6A</th>
<th>Creditors</th>
<th>Add the value of all types of creditors.</th>
</tr>
</thead>
<tbody>
<tr>
<td>7A</td>
<td>Largest exposures (including inter-company): amount</td>
<td>Identify the amount of each of the two largest exposures (including those between the firm and a related entity). These exposures can either be amounts owed to the firm by debtors, or amounts owed by the firm to creditors.</td>
</tr>
<tr>
<td></td>
<td>Largest exposures (including inter-company): counterparty name</td>
<td>Identify in each case the name of the counterparty from or to whom the amount is owed.</td>
</tr>
<tr>
<td></td>
<td>Largest exposures (including inter-company): type of exposure</td>
<td>Identify whether the amount is owed to the firm (debtor) or owed by the firm (creditor).</td>
</tr>
</tbody>
</table>

**Income statement (including regulated business revenue)**

<table>
<thead>
<tr>
<th>8A</th>
<th>Total income</th>
<th>Firms should report income from all activities, both regulated and non-regulated, on a cumulative basis.</th>
</tr>
</thead>
<tbody>
<tr>
<td>9A</td>
<td>Retained profit</td>
<td>This figure does not relate to the accumulated retained profit figure that appears on the firm’s balance sheet, but to the retained profit or loss figure for the period shown on the firm’s income statement or profit and loss (P&amp;L) account. This should be reported on a cumulative basis.</td>
</tr>
</tbody>
</table>

### CCR002 – Consumer credit data: Volumes

15. This data item provides the FCA with an overall picture of the size of the consumer credit market and how revenue is generated. On an individual firm level, it allows us to look at the relationship between customer numbers, transaction numbers and revenue.

16. In this data item, firms should complete each row applicable to an activity they have permission to undertake. In the case of lending, they should complete each row applicable to their consumer credit lending business.

17. Data should be provided only in respect of credit-related regulated activities.

**Column A: Fee mechanism**

18. In this column, firms should identify the predominant source of revenue for each relevant activity by selecting the appropriate option from the drop-down list.
19. For the purposes of answering this question, an “upfront fee” is a single fee incurred once at the time of the transaction occurring. There are no further fees associated with the transaction. For example, a one-off credit broking fee.

20. An “ongoing fee” is where the fee is split into multiple payments across the lifetime of the product or service. For example, a percentage charge taken from monthly payments under a debt management plan.

21. Where a firm only uses upfront fees or only uses ongoing fees, the firm should select “upfront only” or “ongoing only”. “Mainly upfront” and “mainly ongoing” should be used when more than two-thirds of the relevant revenue from that activity is achieved using that method.

22. With respect to lending activities, “interest only” should be selected if revenue is generated solely from charging interest. “Mainly interest” should be selected if interest accounts for more than two-thirds of the revenue generated. For example, a lender may charge an upfront fee plus interest.

23. “Combination” should be used when no single revenue source (upfront fees, ongoing fees or interest) accounts for more than two-thirds of the relevant revenue from that activity.

Column B: Revenue

24. In this column, firms should enter the amount of revenue generated during the reporting period by each activity undertaken.

25. A firm should include all revenue generated as a result of the activity, and which would not have otherwise have been generated, even if it does not directly relate to the firm’s credit-related regulated activity (provided that it does not relate to another regulated activity, for example payment protection insurance).

26. Revenue should be reported gross, before any deductions. In the case of lending, it does not include repayment of capital under a credit agreement.

Column C: Total customers

27. In this column, firms should enter the total number of individual customers who have taken up a credit-related product during the reporting period or have engaged the firm’s services during the period.

28. If the same customer has taken out three products of the same type, this counts as one towards the “total customers” figure.

29. In the case of jointly-owned products, each individual should be recorded as a customer for the purposes of this column. For example, a credit agreement entered into jointly by two individuals should be recorded as two customers.

Column D: Total transactions

30. In this column, firms should enter the total number of transactions during the reporting period. A transaction is where a customer has taken up a credit-related product or engaged the firm’s services during the period.

31. If the same customer has taken out three products of the same type, this counts as three towards the “total transactions” figure. For example, if a customer has entered into three separate credit agreements for high-cost short-term credit during the reporting period, this counts as one customer but three transactions.

32. Jointly-owned products should be recorded as a single transaction. For example, an agreement entered into jointly by two individuals should be recorded as one transaction.

33. In the case of debt purchasing, a transaction is acquisition of a debt during the reporting period.

34. In the case of pawnbroking, each separate item held as security should be counted for these purposes as a single transaction.

35. In the case of credit broking, a transaction is irrespective of whether a credit agreement or consumer hire agreement is entered into.

36. In the case of debt management activity, a transaction is not limited to entry into a debt management plan (see paragraph 42 below).
37. A credit repair firm does not need to complete this field (unless it is engaged in another credit-related regulated activity).

Rows 1 to 8 and 13 to 14: Lending

38. The rows under the heading “Lending” relate to the different types of lending that are covered by consumer credit lending. For each type of lending that a firm undertakes, the row relating to that activity should be completed in full. If a product could fall into more than one row, or has elements falling into more than one row, it should be included in the first applicable row reading down the list.

30. Firms undertaking logbook lending should report data relating to this activity in the row labelled “Bill of sale loan agreements.”

Row 9: Credit broking

40. This row should be completed in full by all firms carrying on the activity of credit broking as defined in article 36A of the Regulated Activities Order.

Row 10: Debt management activity

41. This row should be completed in full by a debt management firm.

42. A debt management firm is a firm which carries on the activity of debt counselling or debt adjusting with a view to an individual entering into a particular debt solution. This is not limited to firms which enter into debt management plans.

Row 11: All other credit-related regulated activity

43. Firms should include in this row data relating to all other credit-related regulated activities (see paragraph 6) not covered in rows 1 to 10 and 13 to 14. This includes consumer hiring (including the purchasing of debts under regulated consumer hire agreements, which should appear here; rather than against “debt purchasing” under Lending, which is limited to debts under regulated credit agreements). It also includes debt counselling or debt adjusting which is not with a view to an individual entering into a particular debt solution (see paragraph 42).

44. The row should be completed in full and include the total of all other credit-related regulated activities that a firm undertakes.

Row 12: Total annual income as defined in FEES 4 Annex 11BR for the purpose of FCA fees reporting

45. This figure should be calculated with reference to FEES 4 Annex 11BR and the guidance in FEES 4 Annex 11BR. It should be reported as an annual figure and in single units rather than in thousands (see paragraph 13).

46. If you report CCR002 on an annual basis, and this is your first return and you are reporting for a period of less than 12 months, you should annualise this figure (i.e. make it representative for a full year’s activity). See FEES 4.2.7BR (5) (c) and (d).

47. If you report CCR002 on a six-monthly basis, you should report your credit-related annual income as zero in the CCR002 return that aligns with the first six-month period after your accounting reference date. You should then report the full figure for your credit-related annual income in the CCR002 return that aligns to the second six-month period after your accounting reference date.

48. For example, a firm that reports CCR002 on a six-monthly frequency with an accounting reference date of 31 March has an annual consumer credit income (for the purposes of FCA fees reporting) of £1,000. For the reporting period from 1 April to 30 September it should report £0 in question 12. For the reporting period from 1 October to 31 March it should report £1,000 in question 12.

CCR003 – Consumer credit data: Lenders

49. The purpose of this data item is to give the FCA an understanding of the number and value of credit agreements entered into during the reporting period or outstanding at the end of the period, the APRs charged on those agreements and the extent of arrears on the agreements.

50. In this data item, firms should complete each row applicable to the consumer credit lending that the firm undertakes. All applicable rows should be completed in full unless otherwise specified. Data should be provided only in respect of regulated credit agreements.
51. Firms undertaking logbook lending should report data relating to this activity in the row labelled “Bill of sale loan agreements.”

52. Where we ask for figures reported in thousands, the response should be rounded to the nearest thousand. For example, if the value of agreements outstanding for a certain activity was £1,400, this should be reported as ‘1’. If the value was £1,500, this should be reported as ‘2’ (rounding up rather than down). If the value was less than £500 for the period, this should be rounded down to zero (i.e. reported as ‘0’).

Column A: Total value (000s)

53. In this column, firms should enter the total value (in thousands) outstanding on credit agreements at the end of the reporting period.

54. This comprises amounts that have fallen due but remain unpaid (including any default sum or other fee or charge) and also amounts payable under the agreement that have not yet fallen due, such as future repayments of capital.

Column B: Total number of loans

55. In this column, firms should enter the total number of credit agreements on which sums are outstanding at the end of the reporting period.

56. In the case of pawnbroking, a single credit agreement under which the firm has taken two or more articles in pawn should be counted as one loan.

Column C: Total number of loans in arrears

57. In this column, firms should enter the number of credit agreements that had overdue repayments at the end of the reporting period.

58. An overdue repayment is an amount that has fallen due but remains unpaid.

59. In the case of pawnbroking, an agreement is in arrears if an article taken in pawn under the agreement has become realisable by the firm during the reporting period or the property in any such article has passed to the firm during the reporting period.

Column D: Total value of arrears (000s)

60. In this column, firms should enter the total value (in thousands) of overdue repayments at the end of the reporting period.

Column E: Value of new advances in period (000s)

61. In this column, firms should enter the total value (in thousands) of new advances during the reporting period.

62. In the case of debt purchasing, a firm should report the value of credit agreements acquired during the period.

Column F: Average annual percentage rate of charge (total loan book)

63. In this column, firms should calculate the average (mean) APR of all the credit agreements outstanding at the end of the reporting period.

64. The APR should be calculated in accordance with CONC App 1.2 and reported as a percentage with no decimal places.

65. Worked example:

A firm has the following loans:

• 4 loans of £1,000 with 300% APR
• 3 loans of £500 with 400% APR
• 2 loans of £200 with 500% APR
• 1 loan of £100 with 750% APR
The average APR is calculated as follows:

\[
\frac{(4 \times 300) + (3 \times 400) + (2 \times 500) + (1 \times 750)}{10}
\]

66. This column can be left blank in the case of Overdrafts.

Column G: Highest annual percentage rate of charge (in period)

67. In this column, firms should enter the highest APR of credit agreements entered into during the reporting period.

68. The APR should be calculated in accordance with CONC App 1.2 and reported as a percentage with no decimal places.

69. This column can be left blank in the case of Overdrafts.

CCR004 – Consumer credit data: Debt management firms

70. This data item is intended to reflect the underlying prudential requirements contained in CONC 10 and allows monitoring against the requirements set out there.

71. A debt management firm is a firm which carries on the activity of debt counselling or debt adjusting with a view to an individual entering into a particular debt solution. This is not limited to firms which enter into debt management plans.

72. This data item must be completed in sterling and single units.

Guide for the completion of individual fields

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<table>
<thead>
<tr>
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<th></th>
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</thead>
<tbody>
<tr>
<td>1A</td>
<td>Total value of relevant debts under management outstanding</td>
<td>Firms should enter the total value of all the relevant debts under management that are used to calculate the firm’s current prudential resources requirement. This should be the figure calculated at the latest accounting reference date, or, if there has been a change in the value of all the relevant debts under management of more than 15%, the re-calculated figure. See CONC 10.2.5R to CONC 10.2.10G and CONC 10.2.13R to CONC 10.2.14R.</td>
</tr>
<tr>
<td>2A</td>
<td>Total prudential resources requirement</td>
<td>Firms should enter whichever figure is higher out of: (a) £5000; and (b) the variable prudential resources requirement calculated based on the value of relevant debts under management outstanding entered in element 1A. See CONC 10.2.5R, CONC 10.2.8R and CONC 10.2.11G to 10.2.12G.</td>
</tr>
<tr>
<td>3A</td>
<td>Total prudential resources</td>
<td>Firms should enter their total prudential resources, calculated in accordance with CONC 10.</td>
</tr>
<tr>
<td>4A</td>
<td>Number of debt management plans that end before the end of the term originally agreed</td>
<td>Firms should identify the number of debt management plans that ended earlier than stated in the original contract during the reporting period.</td>
</tr>
</tbody>
</table>

CCR005 – Consumer credit data: Client money and assets

73. The purpose of this data item is so that the FCA has an understanding of how much client money and assets is being held by CASS debt management firms in relation to debt management activity.
74. **Firms** that meet the definitions of **CASS debt management firm**, unless subject to a requirement imposed under section 55L of the Act stating that it must not hold *client money* or such a requirement to the same effect, should complete this *data item*.

**Guide for the completion of individual fields**

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<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>1A</td>
<td>What was the highest balance of <em>client money</em> held during the reporting period?</td>
<td>A <strong>CASS debt management firm</strong> should enter the highest total amount of <em>client money</em> that was held in respect of debt management activity at a single point in time during the reporting period.</td>
</tr>
<tr>
<td>2A</td>
<td>What was the highest number of clients for whom <em>client money</em> was held during the reporting period?</td>
<td>A <strong>CASS debt management firm</strong> should enter the highest number of clients for whom <em>client money</em> was held in respect of debt management activity at a single point in time during the reporting period.</td>
</tr>
</tbody>
</table>
| 3A | How much *client money* (if any) did you hold in excess of five days following receipt? | If a **CASS debt management firm**, at any point during the reporting period, held *client money* for an individual *client*, relating to a single transaction, in excess of five days of receipt of cleared funds, it should report the aggregate balance of this *client money* (i.e. the sum of all the amounts that were held longer than five days).

A **CASS debt management firm** should report ‘0’ if it did not hold *client money* in excess of five days at any point during the reporting period.

In accordance with **CASS 11**, a **CASS debt management firm** must pay any *client money* it receives to creditors as soon as reasonably practicable, save in the circumstances set out in **CASS 11**. In the FCA’s view the payment to creditors should normally be within five *business days* of the receipt of cleared funds.

**CCR006 – Consumer credit data: Debt collection**

75. The purpose of this *data item* is to give the FCA an understanding of the activities of **firms** undertaking debt collection (on behalf of *lenders* or *owners*), and the size of the market, and to identify potential areas where there is risk of consumer detriment.

76. **Firms** should complete this *data item* if they have permission for *debt collecting* (article 39F of the **Regulated Activities Order**).

77. In addition, **firms** that have permission under article 36H of the **Regulated Activities Order** to operate an electronic system in relation to lending (peer-to-peer platforms) are required to submit CCR006 because the scope of that permitted activity allows **firms** to take steps to procure the payment of a debt due under an *article 36H agreement*.

1A Have you undertaken any debt collection business during the reporting period?

78. This question only applies to peer-to-peer platforms, and should be answered with respect to steps taken to procure the payment of a debt due under an article 36H agreement. If a peer-to-peer platform answers “no” and the firm does not have permission for *debt collecting* then the firm does not have to complete the remainder of this *data item*.

**Stage of debt placement**

79. The **firm** should complete each column in respect of which it has debts under collection. All debts at sixth stage or higher should be aggregated and reported in column F.

80. Debt placement is the placement of an overdue account, passed out for debt collection either through an internal collection strategy (also known as in-house) or outsourced to a specialist third party debt collection agency. Each time the debt is passed to an agency for collection, the stage of debt placement increases.
81. If the debt ceases to be overdue, but subsequently becomes overdue again and is passed out for collection, it starts again as stage one.

Guide for the completion of individual fields

<table>
<thead>
<tr>
<th></th>
<th>Total value of debts being pursued for collection</th>
<th>The firm should report the total value of all the debts that are being actively pursued for collection at the end of the reporting period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Total value of debts under collection</td>
<td>The firm should report the total value of all the debts that it has on its books to collect at the end of the reporting period.</td>
</tr>
<tr>
<td>4</td>
<td>Total number of debts being pursued for collection</td>
<td>The firm should report the number of individual debts that are being actively pursued for collection at the end of the reporting period.</td>
</tr>
<tr>
<td>5</td>
<td>Total number of debts under collection</td>
<td>The firm should report the number of individual debts that it has on its books to collect at the end of the reporting period.</td>
</tr>
<tr>
<td>6</td>
<td>Number of debts under collection with missed repayments</td>
<td>The firm should identify the number of debts under collection on its books that have missed repayments.</td>
</tr>
<tr>
<td>7</td>
<td>Total income per placement (000s)</td>
<td>The firm should indicate the amount of income (in thousands) that has been attributed to debts collected under each stage of placement.</td>
</tr>
</tbody>
</table>

CCR007 – Consumer credit data: Key data for credit firms with limited permission

82. The purpose of this data item is so that the FCA can collect a small, proportionate amount of data from the large population of firms with limited permission undertaking credit-related regulated activities, to enable monitoring of the market with a risk-based approach.

Guide for the completion of individual fields

<table>
<thead>
<tr>
<th></th>
<th>Revenue from credit-related regulated activities</th>
<th>A firm should report the total amount of income (before expenses) received by the firm for its credit-related business activities during the reporting period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A</td>
<td></td>
<td>Example 1:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A firm sells a product for £1,000 after referring the customer for financing. The firm receives £50 commission for the credit broking referral, as well as the £1,000 for the product sale.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>For data field 1A, the firm would report its credit-related income as £50. The income from activities unrelated to credit should not be included here.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Example 2:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A firm sells a product for £1,000. The customer pays £500 cash and the firm refers the customer for financing for the remaining balance. The firm receives £50 commission for the referral.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>For data field 1A, the firm would report its credit-related income as £50. The amount of finance referred should not be reported here.</td>
</tr>
<tr>
<td>2A</td>
<td>Total revenue (including from activities other than credit-related regulated activities)</td>
<td>A firm should report all income (before expenses) received for all its business, both regulated and unregulated. For example, if a firm has sold a product for £1,000 and received £50 commission for referring the customer for credit, for data field 2A, the firm should report the total amount of money received, £1,050.</td>
</tr>
<tr>
<td>3A</td>
<td>Number of transactions involving credit-related regulated activities in reporting period</td>
<td>A firm should report the total number of credit-related transactions which occurred during the reporting period. A transaction is where a customer took out a credit-related product during the reporting period or engaged the firm’s services during the period. In the case of credit broking, a transaction is irrespective of whether a credit agreement or consumer hire agreement is entered into.</td>
</tr>
<tr>
<td>4A</td>
<td>Number of complaints relating to credit-related activities received in period</td>
<td>A firm should report the total number of complaints received during the reporting period in relation to credit-related regulated activities. Any complaints about the firm’s non-credit-related business should not be included here.</td>
</tr>
<tr>
<td>5A</td>
<td>Credit-related regulated activity which generated the highest amount of turnover in reporting period</td>
<td>Selecting from the following options, a firm should identify which credit-related regulated activity generated the highest amount of turnover during the reporting period: • lending; • consumer hire; • not-for-profit debt counselling; • secondary credit broking; or • other.</td>
</tr>
<tr>
<td>6A</td>
<td>Total annual income as defined in FEES 4 Annex 11BR for the purposes of FCA fees reporting</td>
<td>Firms should refer to FEES 4 Annex 11BR to calculate this figure. Firms which receive grants or funding for their activities should only include this information here when it relates specifically to credit-related regulated activity. If this is your first return and you are reporting for a period of less than 12 months, you should annualise this figure (i.e. make it representative for a full year’s activity). See FEES 4.2.7B(5)(c) and FEES 4.2.7B(5)(d).</td>
</tr>
</tbody>
</table>
Consumer buy-to-let return

This annex consists only of one or more forms. Forms are to be found through the following address:

SUP 16 Annex 39AD
Outline guidance for firms completing the aggregated ‘consumer buy-to-let’ (CBTL) mortgage return

We expect firms registered by us to carry out CBTL lending to report aggregated data to us on a quarterly basis, with reports scheduled in line with each calendar quarter. We expect firms to report loans, and aspects relating to those loans, that meet the definition of a “consumer buy-to-let mortgage contract”, as defined in article 4 of the Mortgage Credit Directive Order (CBTL credit agreement in the Handbook). We expect firms to submit a nil return if they have no data to report.

Further guidance is provided, below, on what should be reported under each category.

1 Lending
The number of CBTL loans reported should be at account level, rather than property level.

(a) New CBTL advances in the reporting period
This should include new loans for house purchase and remortgage, where the mortgage completes in the reporting period.

(b) Outstanding CBTL loans
This is the amount of total debt at the reporting date, and should comprise the total amount outstanding (after deducting any write-offs but without deduction for any provisions) in respect of:

( ) the principal of the advance (including any further advances made);

( ) interest accrued on the advance (but only up to the reporting date), including any interest suspended; and

( ) any other sum which the borrower is obliged to pay the firm and which is due from the borrower, e.g. fees, fines, administration charges, default interest and insurance premiums;

2 Arrears, repossessions and receivers

(a) CBTL loans in arrears of >1.5% of outstanding balance
At the reporting date, the amount of arrears is the difference between:

( ) the accumulated total amounts of (monthly or other periodic) payments due to be received from the borrower; and

( ) the accumulated total amount of payments actually made by the borrower.

Only amounts which are contractually due at the reporting date should be included in 2(a)(i) above. That is:

( ) include accrued interest only up to the reporting date but not beyond;

( ) and only include a proportion of any annual insurance premium if the firm permits such amounts to be paid in periodic instalments. However, if the terms of the loan or the lender’s practice are such as to permit insurance premiums to be added to the loan principal then do not treat such amounts as contractually due;
(a) similarly, where 'any other sum' has been added to the loan, only include such proportions as
are contractually due (e.g. if it is the practice in particular circumstances to add the sum/charge
to the loan and require repayment over the residual term of the loan);

(a) in assessing ‘payments due’ when a borrower has a flexible loan, it is important to apply the
contractual terms of the loan: for example, payment holidays which satisfy the terms of the
loan should not be treated as giving rise to an arrears position.

Where a firm makes a temporary ‘concession’ to a borrower (i.e. an agreement with the borrower
whereby monthly payments are either suspended or less than they would be on a fully commercial
basis) for a period, the amounts included in 2(a)(i) are those contractually due (and at commercial rates
of interest). Hence the borrower will continue to be in arrears and the level of arrears will in fact
continue to increase until such time as he is able fully to service the debt outstanding.

Where the terms of the loan do not require payment of interest (or capital) until a stated date or until
redemption or until certain conditions are triggered, as for example in the case of certain building
finance loans, then the loan is not in arrears until such time as contractual repayments fall due.

Accounts under a Receiver's control should be reported as in arrears where this is the case.

(b) CBTL repossessions
This should include each property secured by a CBTL mortgage taken into possession (through any
method e.g. voluntary surrender, court order etc.) in the reporting period. It should not include all
possession stock remaining unsold in the period. This should not include where a property is under the
control of a receiver, but should include where a receiver has exercised power of sale.

(c) Number of Receiver appointments on CBTL
This should include where, within the reporting period, a Receiver has been appointed on a property
secured by a CBTL mortgage, including those where the property is no longer under control of a
Receiver.

(d) Number of CBTL properties under the control of a Receiver
This should include where, at the end of the reporting period, the Receiver is managing/overseeing a
property secured by a CBTL mortgage.

3 Complaints
A complaint should be reported where the complaint concerns CBTL activity. Firms already required to
complete the complaints return set out in DISP 1 Annex 1 should continue to do so alongside the CBTL
aggregated return.
Data items related to recovery and information for resolution plans
Compliance Reporting Return

This annex consists of a form. The form is to be found at the following address:

*List of Overseas Regulators and Organogram – SUP 16 Annex 41*
Payment accounts report
Notes for completion of payment accounts report in SUP Annex 41AD

General

The purpose of these notes is to assist payment service providers (PSPs) in the completion of the payment accounts report (‘the report’). There is no consolidated group reporting for this form and therefore a separate form is required for each legal entity to which SUP 16.22 applies.

The report is to be completed by all PSPs located in the UK that offer payment accounts within the meaning of the Payment Account Regulations (including credit institutions, but excluding credit unions, National Savings and Investments and the Bank of England). ‘Payment account’ is defined in regulation 2 of the Payment Accounts Regulations. The FCA has provided guidance on this definition available at http://www.fca.org.uk/news/fg16-6[Payment-accounts-regulations-2015]. The effect of ■SUP 16.22.3D is that PSPs that do not offer this type of account are not required to submit the report.

Row 1:

PSPs should answer ‘yes’ if they provide payment accounts as defined in regulation 2 of the Payment Accounts Regulations.

Switching

For the purpose of this report ‘switching’ means a switching service between payment accounts that a firm is required to offer under Part 3 of the Payment Accounts Regulations, whether such a service meets the requirements in Schedule 3 to those regulations or is a switching service designated as an alternative arrangement. ‘Switching’ and ‘switching service’ are defined in regulation 2(1) of the Payment Accounts Regulations.

Row 2:

(1) PSPs should enter the total number of payment accounts (including payment accounts with basic features) they have switched during the relevant period.

(2) To prevent double-counting, PSPs should report only the accounts switched where they are the receiving PSP (see paragraph 1 of Schedule 3 to the Payment Accounts Regulations), i.e. they are required to report incoming switches only.

(3) PSPs should include switches where the consumer’s account with the transferring provider (see paragraph 1 of Schedule 3 to the Payment Accounts Regulations) remains open (partial switch) as well as those where the account has been closed (full switch).

(4) PSPs should not include switches between accounts:
   () with the same provider;
   () denominated in different currencies;
   () that are not payment accounts (e.g. not held by a consumer); or
   () where one or both PSPs are located outside the UK.

Row 3:

(1) PSPs should only report the total number of switching applications that have been refused where they are the receiving PSP.
(2) PSPs should report the total number of switching applications that have been refused during the relevant period. This should include only those applications that have been finally determined. It should not include applications that are still under consideration, still being processed or which are the subject of further enquiries or investigation.

(3) PSPs should not record a refusal to open a payment account (or a particular type of payment account) as a refusal of a switching application, unless the reason for refusal relates directly to switching.

(4) PSPs should include all other refusals, including those where the reason for refusal relates to the transferring provider, for example where the transferring provider has:

- failed to carry out the tasks necessary for the switch to be effected; or
- failed to provide the information that is necessary to the receiving provider for the switch to be effected; or
- turned down the request from the receiving PSP, for example, because the funds held in the account with the transferring provider cannot be moved.

Payment accounts with basic features

For the purpose of this report, ‘payment account with basic features’ means an account:

1. having the features set out in regulation 19 of the Payment Accounts Regulations;
2. where no fees are payable other than those permitted by regulation 20 of the Payment Accounts Regulations; and
3. that is at least available to consumers meeting the eligibility criteria in regulation 23 of the Payment Accounts Regulations.

Row 4:

1. The question in this row should be answered by all PSPs required to complete the report.
2. A credit institution should respond ‘yes’ to this question if it offers payment accounts with basic features, whether or not it has been designated under regulation 21 of the Payment Accounts Regulations. A PSP that responds ‘no’ to this question is not required to complete rows 5 or 6.

Row 5:

Credit institutions should include the total number of payment accounts with basic features that have been opened during the relevant period. This should include accounts that have subsequently been closed, switched, upgraded or migrated to another account.

Row 6:

1. Credit institutions should report the total number of applications for payment accounts with basic features they have refused. This should include only those applications that have been finally determined. Credit institutions should not include applications that are still under consideration.
2. A refusal is a decision to reject a complete application. These include situations in which the consumer has not met identification and verification checks (where these take place after a complete application has been submitted) and/or has not met fraud checks.
Annual Financial Crime Report
Guidance notes for completion of the Annual Financial Crime Report

The form in SUP 16 Annex 42AR should only be completed by firms and electronic money institutions subject to the reporting requirements in SUP 16.23.4R and SUP 16.15.5AD of the FCA Handbook.

General Notes

This data item is reported on a single unit basis and in integers, except where a full-time equivalent (FTE) figure is requested. Where an FTE figure is requested, this should be reported to two decimal places where available. If the figure to be reported is a whole number, this should be reported as [n] .00.

For the purposes of this data item and guidance notes, any references to firm or firms should be read as also applying to electronic money institutions.

This return allows firms to report for a specified group of firms in a single Annual Financial Crime Report. Where a report is filed for a group of firms, the reported information should be the aggregate data for those firms. Firms should note that this is only available where all the firms included are subject to the requirement (i.e. firms that would not be subject to the requirement on a solo entity basis, based on the application provision in SUP 16.23.1R should not be included).

Firms subject to the requirement and which have a different accounting reference date from the firm submitting the Annual Financial Crime Report on behalf of a group should have their firm reference numbers (FRNs) included in the group report list. They will then need to submit a nil return for the entity via the appropriate systems accessible from the FCA website.

For the purposes of completing this return, references to ‘customer’ or ‘client’ refer to customer or client relationships as defined in the FCA Handbook.

We will use the data we collect through this data item to assess the nature of financial crime risks within the financial services sector. Section 5 of this return is designed to allow the FCA to track the industry’s perception of the most prevalent fraud risks. A firm may not be specifically affected by the fraud typologies it considers most prevalent across the industry.

Data Elements

<table>
<thead>
<tr>
<th>Group reporting</th>
</tr>
</thead>
</table>

1A
Does the data in this report cover more than one authorised firm?

2A
If yes, list the FRNs of all additional firms included in this report.

If the report is being submitted on behalf of a number of firms, firms should answer ‘yes’ to this question.

Where a report is submitted on behalf of a number of firms, the submitting firm should report all of the FRNs of the firms included.

A firm listed in response to this question by another firm within its group will see the requirement marked as ‘satisfied for group’ in the appropriate systems accessible from the FCA website. Firms to whom this applies do not need to report a separate nil return.

Section 1: Operating jurisdictions

Please list:
<table>
<thead>
<tr>
<th></th>
<th>The jurisdictions within which the firm operates as at the end of the reporting period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>3A</td>
<td>Input the country codes (in ISO 3166 format) of the jurisdictions within which the firm is operating as at the end of the reporting period. Only those jurisdictions active as at the end of the reporting period should be reported; if a firm terminated operations within a jurisdiction during the reporting period, this jurisdiction does not need to be reported. ‘Operates’ for the purposes of this form is defined as where the firm carries on its business or has a physical presence through a legal entity. For avoidance of doubt, this definition includes those jurisdictions in which the firm has representative offices. It also includes any jurisdictions where the firm carries on business using a services passport or an establishment passport. Where a firm is operating in the UK as a branch or subsidiary of a foreign institution, it should report the operations of the UK branch or subsidiary rather than all jurisdictions where the firm operates. This question does not concern the geographical location of the firm’s customers or clients. This question is mandatory and must contain at least one entry, i.e. ‘GBR’.</td>
</tr>
<tr>
<td>3B</td>
<td>Those jurisdictions assessed and considered high-risk by the firm. Input the country codes (in ISO 3166 format) of the jurisdictions assessed and considered by the firm to be high-risk. As a minimum, firms should report any jurisdictions considered high-risk in which they operate. In addition, where a firm has conducted a Country Risk Assessment (i.e. it maintains a ‘high-risk jurisdiction list’) the jurisdictions that were the subject of such an assessment should be recorded in 3B. This question should be answered with regard to the firm’s own assessment of risk, which may or may not include the use of available public indices. A firm should therefore leave this section blank if it does not operate in any high-risk jurisdictions nor carry out a country risk assessment. Firms who provide a positive response to question 17 (customers linked to high-risk jurisdictions) should also provide a response to question 3B.</td>
</tr>
</tbody>
</table>

Section 2: Customer information
Figures in this section should be for the number of customer or client relationships as at the end of the reporting period. It should include all accounts that are open, including dormant and inactive accounts. This would also include all current accounts, CTF bank accounts, client bank accounts and client transaction accounts. It excludes former customers or clients. Each party to a joint account should be recorded as a separate customer or client. Where the figure requested is ‘new in the reporting period’, a firm should report new (not pre-existing) customer or client relationships initiated within the reporting period. This should not include existing customers taking on new products. A firm should only provide figures in this section for those areas of its business subject to the Money Laundering Regulations.
For non-financial institutions which may carry out some regulated business (e.g. consumer credit), the *firm* should not include customers which are outside the scope of the *Money Laundering Regulations*.

*Firms* should refer to sector specific industry guidance (i.e. JMLSG Guidance Part II) for additional information on who is their *customer or client* for the purposes of this section.

*Firms* should ensure they record an entry in each field. Where a *firm* has no data to report it should record ‘0’.

If any part of the *firm’s* business is subject to the *Money Laundering Regulations*, please provide the total number of the *firm’s* relationships with:

<table>
<thead>
<tr>
<th>4A&amp;B</th>
<th>Politically Exposed Persons (PEPs)</th>
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<tbody>
<tr>
<td></td>
<td>A definition of ‘Politically Exposed Person’ can be found in Regulation 35(12)(a). The figure should include family members and known close associates of PEPs, as defined in Regulation 35(12)(b) and (c) of the <em>Money Laundering Regulations</em>. These definitions should be read in conjunction with the guidance published by the <em>FCA</em> in FG17/6.</td>
</tr>
<tr>
<td></td>
<td><em>Firms</em> should report the number of <em>customer or client</em> relationships, either individual or corporate, which they have classified in accordance with FG17/6 as being a “higher risk” PEP, family member, known close associate or PEP-connected relationship. They should not report the total number of PEPs associated with a particular corporate <em>customer or client</em>.</td>
</tr>
<tr>
<td></td>
<td><em>UK</em> PEPs do not need to be reported as PEP customers. However, if there are other factors which might indicate higher risks, then this should be reported in Question 6A&amp;B.</td>
</tr>
<tr>
<td></td>
<td><em>Firms</em> should not reclassify customers or clients for the purposes of completing this return. If <em>firms</em> do not classify or identify PEP-connected corporate entities as PEP customers or clients within their current policies, there is similarly no requirement to report.</td>
</tr>
<tr>
<td></td>
<td>The figure provided should include existing <em>customer or client</em> relationships that became PEPs in the reporting period.</td>
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<tr>
<td></td>
<td>Where a PEP has multiple relationships with the <em>firm</em>, that PEP should only be reported once in each of questions 4A and 4B.</td>
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<thead>
<tr>
<th>5A&amp;B</th>
<th>Non-EEA correspondent banks</th>
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<tr>
<td></td>
<td>This refers to situations where a <em>credit institution</em> has a correspondent banking relationship with a respondent institution from a <em>non-EEA</em> state. These terms are intended as set out in Regulation 34(4)(a)(i) of the <em>Money Laundering Regulations</em>. Non-credit institutions who do not hold these types of relationships should simply record zero in their response. In addition, for the purposes of reporting, a <em>firm</em> is not required to include any relationship that falls within Regulation 34(4)(a)(ii).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6A&amp;B</th>
<th>All other high-risk customers</th>
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</table>
|      | This refers to a *customer or client* categorised as being high-risk for the purposes of compliance with Regulation 33(1)(a) of the *Money Laundering Regulations*, and therefore subject to Enhanced Release 47 ● Feb 2020 www.handbook.fca.org.uk SUP 16 Annex 42B/3
Customer Due Diligence measures, but not otherwise captured in response to question 4 or 5.

Existing customers who become high-risk during the relevant period should be included in the response to 6B.

For the *firm’s* business subject to the *Money Laundering Regulations*:

**7-16** Please provide the number of the *firm’s* customer relationships located in the following geographical areas:

The location for *customer* or *client* relationships should be determined by the location in which the *customer* or *client* is based. Where a *customer* or *client* has multiple addresses, the location reported should be the primary correspondence address as determined by the *firm*.

Where the relationship is with a trust, the *firm* should report the location as the location of the trust.

Note that question 7 is an aggregate figure, therefore responses recorded in questions 8 to 10 should be less than or equal to the figure recorded in response to question 7.

Except for the United Kingdom and EEA, for the purposes of this question geographical areas should be determined with reference to SUP 16 Annex 42CG.

**17** Please provide the number of the *firm’s* customers linked to those jurisdictions considered by the *firm* to be high-risk:

The *firm* should provide the number of customers judged by the *firm* to have links to jurisdictions identified by it as high-risk in question 3B. Therefore *firms* who provide customer numbers in response to question 17 should also provide a response to question 3B.

Links to a high-risk jurisdiction, for the purposes of this question, means *customers* or *clients* that are resident/domiciled/incorporated in a jurisdiction identified as high-risk by the *firm*.

**18A&B** Please provide the number of customer relationships refused or exited for financial crime reasons during the reporting period:

The number of ‘refused’ relationships refers to the number of *customers* or *clients* that the *firm* did not take on, where financial crime was the principal driver behind the decision. This could be at any stage of *customer* or *client* take-on.

It would not include *customers* or *clients* whose application did not proceed because, for example, they lacked appropriate documentary evidence of identity or who failed Immigration Act 2014 checks. It would include *customers* or *clients* whose application was escalated to management (due to financial crime concerns) for a decision on whether to proceed, and was rejected.

‘Relationships exited’ covers any *customers* or *clients* with whom the *firm* ceased to do business where financial crime was the principal driver behind the decision. This would only include *customers* or *clients* exited from all lines of business.

‘Relationships exited’ also covers criminal behaviour by the *customer* or *client* where such behaviour has a financial element, e.g. benefits fraud.
### Section 3: Compliance information

**Firms** should ensure they record an entry in each field. Where a **firm** has no data to report it should record ‘0’.

Please provide the number of suspicious activity reports (SARs) under Part 7 of the Proceeds of Crime Act 2002 (POCA):

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Notes</th>
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<tbody>
<tr>
<td>19A</td>
<td>Submitted internally to the nominated officer/MLRO, within the firm, as at the end of the reporting period.</td>
<td>This includes reports filed internally from staff to the MLRO that relate to the staff member’s concerns, suspicions or knowledge of money laundering. The reported figure should include SARs generated by the AML/compliance function and system-generated SARs. These reports will be considered by the MLRO in order to decide whether a formal submission to the authorities is justified. The figure should not include (either for staff-generated or system-generated SARs) any reports filtered out at an earlier stage.</td>
</tr>
<tr>
<td>19B</td>
<td>Disclosed to the National Crime Agency as at the end of the reporting period.</td>
<td>The number of SARs disclosed to the National Crime Agency within the reporting period, as at the end of the reporting period.</td>
</tr>
<tr>
<td>19C</td>
<td>The number of those SARs which were consent requests under s. 335 POCA.</td>
<td>The number of disclosed SARs which sought consent from the National Crime Agency within the reporting period, as at the end of the reporting period.</td>
</tr>
<tr>
<td>20</td>
<td>Please provide the number of SARs disclosed to the National Crime Agency under the Terrorism Act 2000 (including consent SARs) within the reporting period.</td>
<td>This refers to production orders, disclosure orders, account monitoring orders and customer information orders as defined by the POCA, and/or the Terrorism Act 2000 received by the firm from law enforcement agencies or accredited financial investigators from other bodies as set out in an Order under section 453 of the POCA. This would include, for example, investigative court orders relating to suspected benefits fraud. The figure reported for this field should be the number of court orders received, regardless of the number of relationships to which these relate.</td>
</tr>
<tr>
<td>21</td>
<td>Please provide the number of investigative court orders received as at the end of the reporting period:</td>
<td>A ‘restraint order’ here refers to either a restraint order under section 42 of the POCA or a property freezing order under section 245A of the POCA. The number of restraint orders being serviced should include all restraint orders which are still in effect as at the end of the reporting period. The number of new restraint orders received should include all new restraint orders received by the firm during the reporting period, as at the end of the reporting period. The figure reported for this field should be the number of restraint orders received, regardless of the number of relationships to which these relate.</td>
</tr>
</tbody>
</table>
23A&B Please provide the number of relationships maintained with natural or corporate persons (excluding group members) which introduce business to the firm. Please also provide the number of these relationships which have been exited for financial crime reasons during the reporting period.

This question refers to individuals who, or corporate entities which, directly introduce customers or clients to the firm under a formal agency/broker agreement in return for a direct or indirect fee, commission or other monetary benefit.

If the firm makes no payment to the introducer (e.g. commission) it is not necessary to report these relationships.

Legacy commission payments do not need to be included where these arrangements were made prior to the relevant reporting period.

This question does not concern reliance as defined under Regulation 39 of the Money Laundering Regulations.

If the firm has appointed representatives (ARs):

24 Please provide the number of appointed representative (AR) relationships exited due to financial crime reasons:

Firms should report the number of existing AR relationships terminated for financial crime reasons during the reporting period.

If the firm has no appointed representatives it should record ‘0’.

For all firms:

25 As at the end of the reporting period, please provide the total full time equivalent (FTE) of UK staff with financial crime roles:

Firms should provide an FTE figure on a reasonable endeavours basis.

For example, if the firm has 20 part time staff that work 50% of normal hours in a financial crime role, the figure would be 10 FTE.

This figure should cover staff in roles relating to anti-money laundering, counter-terrorist financing, anti-bribery and corruption, and fraud.

This field facilitates the entry of numbers to two decimal places. Integers should therefore be provided in the format [n].00.

If this report is being completed on a group basis this figure should be the FTE for the specified group.

Where this report is being completed on a single regulated entity basis and services are shared across multiple firms, firms may provide an estimate of the FTE spent on each reported entity on a best endeavours basis.

In firms where financial crime responsibilities are divided up among staff with other roles rather than managed by a dedicated function, the figure should reflect the aggregated FTE spent on financial crime activity.

The phrase ‘financial crime roles’ for the purposes of this question is intended to cover staff employed in a dedicated financial crime function (for example AML or compliance teams) who deal with, or take decisions on financial crime issues. Therefore it would not cover teams or individuals responsible for collecting customer due diligence or those who submit internal suspicious activity reports.
Outsourced financial crime activities should not be included in this figure.

26 Of which: Please provide the percentage of the FTE stated above dedicated to fraud responsibilities

Firms should provide a percentage figure on a reasonable endeavours basis. This field facilitates the entry of numbers to two decimal places. Integers should therefore be provided in the format [n].00.

Firms should note that this question requires them to provide the percentage of financial crime staff dedicated to fraud (i.e. of the total number provided in response to Q25, what proportion of staff deal with fraud only). This field should contain a value between 0 and 100 (to two decimal places).

If this report is being completed on a group basis this figure should be the percentage for the specified group.

Where this report is being completed on a single regulated entity basis and services are shared across multiple firms, firms may provide an estimate of the percentage spent on each reported entity on a best endeavours basis.

Section 4: Sanctions-specific information

27 Does the firm use an automated system (or systems) to conduct screening against relevant sanctions lists?

Firms should answer ‘Yes’ or ‘No’. Note there is no explicit regulatory or legal requirement for the use of automated screening tools. This question relates to automated systems for screening customers and clients only.

Relevant sanctions lists are the lists against which the firm screens its customers and clients.

28A&B How many TRUE sanctions matches were detected during the reporting period?

The number of confirmed true sanctions alerts which matched against the firm’s customer, client or payment.

The number to be reported relates to any matches against any relevant sanctions lists and is defined as any matches reported to the relevant authorities, regardless of whether these are confirmed as true by the authority.

Relevant sanctions lists are the lists against which the firm screens its customers or clients.

Where no true sanctions matches were detected, firms should record ‘0’.

29 Does the firm conduct repeat customer sanctions screening?

Firms should answer ‘Yes’ or ‘No’.

This question relates to repeat customer or client sanctions screening only.

Section 5: Fraud

30-35A-D Please indicate the firm’s view of the top three most prevalent frauds which the FCA should be aware of and whether they are NB. This question is not mandatory.

This question is designed to obtain the firm’s view on the most prevalent frauds relevant to the
increasing, decreasing or unchanged.

Firm’s business and will be used by the FCA to understand whether the organisation is aware of the fraud risks identified by the broader industry.

The fraud typologies available in the dropdown list are a subset taken from the Action Fraud A-Z of fraud types and are specified below. Please refer to the Action Fraud definitions in answering this question.

The identified fraud typologies may or may not be those by which the firm has been specifically impacted, but should be those that the firm considers most prevalent as at the end of the reporting period.

**Fraud typologies**
- 419 emails and letters
- Abuse of position of trust
- Account takeover
- Advance fee fraud
- Application fraud
- Asset misappropriation fraud
- Bond fraud
- Carbon credits fraud
- Cashpoint fraud
- Cheque fraud
- Companies – fraudulent
- Computer hacking
- Credit card fraud
- Debit card fraud
- Expenses fraud
- Exploiting assets and information
- Fraud recovery fraud
- Hedge fund fraud
- Identity fraud and identity theft
- Insurance fraud
- Landbanking fraud
- Loan repayment fraud
- Short and long firm fraud
- Malware-enabled fraud
- Mandate fraud
- Mortgage fraud
- Other (to be used where the specified typologies are not applicable). Please provide the fraud type in the free text box.
- Other investment fraud
- Pension liberation fraud
- Phishing
Supposed perpetrators
Customer
Internal employee
Organised crime group
Other (to be used where the suspected perpetrator typologies are not applicable). Please provide the perpetrator type in the free text box.
Third party contractor
Third party professional
Third party supplier
Unknown third party
Primary Victim
Customer
Other (to be used where the suspected perpetrator is neither a customer nor a regulated firm/electronic money institution). Please provide the primary victim type in the free text box.
Regulated firm/electronic money institution (all jurisdictions).
Incidence
Decreasing
Emerging risk
Increasing
Stable
Guidance Notes: Geographical breakdown for section 2 of SUP 16 Annex 42AR

General Notes

Questions 7 – 16 of the form in ■ SUP 16 Annex 42AR require a breakdown of a firm’s customers by geographical area. This annex specifies, for the avoidance of doubt, how countries are categorised in this breakdown.

References to the European Economic Area (EEA) and the United Kingdom (UK) are defined in the FCA Handbook, and firms should use these definitions when completing relevant questions in the form in ■ SUP 16 Annex 42AR.

Note: Question 3 requires jurisdictions to be reported under ISO 3166-1 3-digit codes. These may be more granular than the classification below but this does not affect the categories in questions 7 – 16. For example, Jersey and Guernsey should be reported under their respective 3-digit codes in question 7, but for brevity have been included under ‘Channel Islands’ below.

This classification will be reviewed every two years. If a firm does business in a jurisdiction not listed, the firm should include that business under the region it considers most appropriate.

Classification of jurisdictions by geographical area for the purposes of SUP 16 Annex 42AR

<table>
<thead>
<tr>
<th>Europe</th>
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<tbody>
<tr>
<td>Åland Islands</td>
<td>Lithuania</td>
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<tr>
<td>Albania</td>
<td>Luxembourg</td>
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<tr>
<td>Andorra</td>
<td>Malta</td>
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<td>Austria</td>
<td>Moldova</td>
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<tr>
<td>Belarus</td>
<td>Monaco</td>
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<tr>
<td>Belgium</td>
<td>Montenegro</td>
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<tr>
<td>Bosnia and Herzegovina</td>
<td>Netherlands</td>
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<td>Bulgaria</td>
<td>Norway</td>
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<tr>
<td>Channel Islands</td>
<td>Poland</td>
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<td>Croatia</td>
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<td>Cyprus</td>
<td>Romania</td>
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<td>Czech Republic</td>
<td>Russia</td>
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<td>Denmark</td>
<td>San Marino</td>
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<td>Estonia</td>
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<td>Faroe Islands</td>
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<td>France</td>
<td>Spain</td>
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<td>FYR Macedonia</td>
<td>Svalbard and Jan Mayen islands</td>
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<td>Germany</td>
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<td>Gibraltar</td>
<td>Switzerland</td>
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<td>Greece</td>
<td>Turkey</td>
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<td>Greenland</td>
<td>Ukraine</td>
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### Europe

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<th>Country</th>
<th>Country</th>
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<tbody>
<tr>
<td>Hungary</td>
<td>United Kingdom</td>
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<td>Iceland</td>
<td>Holy See (Vatican)</td>
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<td>Ireland</td>
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<td>Isle of Man</td>
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<td>Italy</td>
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<td>Liechtenstein</td>
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### Middle East & Africa

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<th>Country</th>
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<tr>
<td>Algeria</td>
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<td>Palestine</td>
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<td>Cape Verde</td>
<td>Reunion</td>
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<td>Central African Republic</td>
<td>Rwanda</td>
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<td>Chad</td>
<td>Saint Helena, Ascension and Tristan da Cunha</td>
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<tr>
<td>Comoros</td>
<td>Sao Tome and Principe</td>
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<td>Congo</td>
<td>Kingdom of Saudi Arabia</td>
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<td>Guinea-Bissau</td>
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<td>Iran</td>
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<td>United Arab Emirates</td>
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<td>Middle East &amp; Africa</td>
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<td>Libya</td>
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<th>North America</th>
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<td>Bermuda</td>
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<td>Saint Pierre and Miquelon</td>
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### Oceania

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<td>Niue</td>
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<td>Norfolk Island</td>
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Forms REP015 and REP016
Guidance notes for completion of the Retirement income flow data return (‘REP015’) and the Retirement income stock and withdrawals flow data return (‘REP016’) 

This annex consists only of guidance notes for form REP015 and form REP016. 

Introduction 
1. These notes aim to assist firms in completing and submitting the Retirement income flow data return (‘REP015’) and the Retirement income stock and withdrawals flow data return (‘REP016’). 

Defined terms 
2. Handbook Glossary terms are italicised in these notes. 

Key abbreviations 
3. The following table summarises the key abbreviations used in these notes: 

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>AUA</td>
<td>assets under administration</td>
</tr>
<tr>
<td>DB</td>
<td>defined benefit</td>
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<tr>
<td>DC</td>
<td>defined contribution</td>
</tr>
<tr>
<td>EBC</td>
<td>employee benefit consultant</td>
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<tr>
<td>HMRC</td>
<td>HM Revenue &amp; Customs</td>
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<td>LTA</td>
<td>lifetime allowance</td>
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<tr>
<td>PCLS</td>
<td>pension commencement lump sum</td>
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<td>PIPs</td>
<td>pension investment plans</td>
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<td>REP015</td>
<td>Retirement income flow data return</td>
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<td>REP016</td>
<td>Retirement income stock and withdrawals flow data return</td>
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<tr>
<td>SIPP</td>
<td>self-invested personal pension</td>
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<td>TIPs</td>
<td>trustee investment plans</td>
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<tr>
<td>UFPLS</td>
<td>uncrystallised funds pension lump sum</td>
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</table>

Data requested 
4. We are asking for data on all UK defined contribution (DC) pension plans held in a personal pension scheme or stakeholder pension scheme, or in a defined contribution occupational pension scheme (including small self-administered schemes (SSASs) and Executive Pension Plans (EPPs)), where the firm is the scheme’s pension provider and/or the retirement income provider. We are also asking for data on pension annuities. 

5. This includes DC and money purchase plans that provide a guaranteed income benefit – whether this is in the form of a deferred annuity or guaranteed annuity rate. Plans with guaranteed income benefits that are covered by this return include (but are not limited to): 

(a) plans that are a result of an individual or bulk transfer from a defined benefit (DB) scheme; and
(b) plans with guaranteed benefits as a result of contracting out (i.e. plans with guaranteed minimum pension or equivalent pension benefits). Examples of such contracts include ‘section 32 buyout plans’, retirement annuity contracts (often known as a ‘section 226 pension’ or ‘section 620 pension’), executive pension plans and bulk purchase annuities.

6. DB pensions and pension assets that are managed on behalf of third parties (such as trustee investment plans (TIPs) that are managed on behalf of DB or DC schemes, and pension investment plans (PIPs) that are managed on behalf of SIPPs) should not be included.

Group level data
7. Where firms are part of a group, requests should be completed at group level, giving information for all FCA regulated firms who have provided pension annuities within the relevant reporting period and/or pension scheme operators. This will involve aggregating various sources of management information into a single group-level figure; however, we believe this is the best method to provide a basis for trend analysis across the market.

Identifying the ‘retirement income provider’
8. Data on retirement income plans should be submitted by the retirement income product provider. In the case of drawdown plans opened by existing plan holders, the originating pension provider is the retirement income provider, and therefore should submit the data. This includes the scenario where the transition to drawdown happened within the same pension scheme. In the case of annuities, it is only the annuity provider who should submit data on plans being used to purchase annuities.

9. Where white labelling or other third party arrangements exist between a firm such as a pension provider (or other third party) that does not itself provide retirement products and another firm, it is the firm providing retirement income products on its behalf that is considered to be the retirement income provider, and who should therefore report data in respect of all plan holder actions including entering drawdown, taking an uncryssalised funds pension lump sum (UFPLS) and purchasing an annuity.

10. Where outsourcing arrangements exist between a retirement income provider and a third party administrator, the retirement income provider should report the requested data.

11. Where a third party arrangement (see examples below) exists between a retirement income provider and a pension provider, the retirement income provider should report all of the plan holder actions, i.e. entrants to drawdown and annuity purchases.

Example 1 – single tie arrangements
12. A mutual society (pension provider) has pension plan holders but does not provide annuities itself. Instead, it has a single firm arrangement with a life company which provides annuities. Under this arrangement, plan holders of the pension provider who want to purchase an annuity are referred to the life company. In this scenario, the life company providing annuities is considered to be the retirement income provider, and should report this data.

Example 2 – panel arrangements
13. A trust-based pension scheme uses an employee benefit consultant (EBC) to advise on their scheme retirement options. The trust-based scheme does not provide drawdown or annuities to its members, and the EBC offers a panel of life companies or other annuity providers which provide drawdown and annuities. The relevant life company or annuity provider should report the data as the retirement income provider.

Example 3 – white labelling
14. A pension provider offers annuities to its plan holders which it does not provide itself: the annuities are in fact provided by a third party life company through a white labelling arrangement. Plan holders wishing to purchase an annuity are referred to the life company, as part of a single-firm third party arrangement. In this scenario, the third party life company is considered to be the retirement income provider, and should report the data in respect of these annuities.

Example 4 – white labelling
15. A SIPP operator white labels their SIPP plan, which includes drawdown facilities, to a third party. The SIPP operator, rather than the third party, is the retirement income provider, and so should report all sales under such white labelling as ‘single-provider third party arrangement’.

Format of responses

16. All figures in REP015 and REP016 should be entered in single units; these returns do not ask for any data to be reported in units of thousands or millions. Figures required in pounds sterling should be reported to two decimal places.

17. REP015 and REP016 both have one optional question at the end where the firm can enter a text-based response. Firms should use this question to provide any additional information that might help explain any of the answers provided in the return.

18. While for ease of explanation this guidance sometimes refers to plan holders, firms should respond on the basis of each individual policy or plan. We do not want firms to submit data at a plan holder level where a plan holder holds more than one plan. However, where a number of arrangements have been set up for one individual within a scheme, these arrangements should be reported as one plan. Plans should be reported regardless of whether they are held by the original plan holder or by a beneficiary.

NOTES FOR COMPLETION OF THE RETIREMENT INCOME FLOW DATA RETURN (‘REP015’) AND THE RETIREMENT INCOME STOCK AND WITHDRAWALS FLOW DATA RETURN (‘REP016’)

Section A Notes for completion of REP015

The following notes do not cover all questions in REP015, but only those questions where we considered guidance would assist firms in completing the return.

Part 1 – activity during the reporting period (questions 4 to 11)

Firms should answer all questions in this part.

Q4: How many plans were transferred away to another provider by plan holders aged 55 and over who had not yet accessed their benefits?

Include all plans that were transferred away to another provider during the reporting period (i.e. exits) by plan holders aged 55 and over, who had not yet accessed any benefits (i.e. not taken any UFPLS payments or crystallised any of their plan). Include plans where the Open Market Option is being exercised (i.e. a PCLS is being paid and an annuity is being purchased from another provider). Deaths of plan holders meeting these criteria should be excluded.

We understand that where a plan has in the past been transferred in from a previous provider, the current provider may not always be aware if a UFPLS had been taken prior to that transfer. Such plans should be reported here unless the current provider is aware that the plan was previously accessed.

Q5: How many plans were transferred away to another provider by plan holders aged 55 and over who had already accessed their benefits (by crystallising some or all of their assets or taking an uncrystallised funds pension lump sum (UFPLS))? Include all plans that were transferred to other providers during the reporting period by plan holders aged 55 and over who had already accessed their benefits by crystallising some or all of the assets (entering drawdown), by using some assets to purchase an annuity, or by taking one or more UFPLS from their plan at any time (i.e. whether or not such access took place during the reporting period or prior to it). Deaths of plan holders meeting these criteria should be excluded.

We understand that where a plan has in the past been transferred in from a previous provider, the current provider may not always be aware if a
Q6: How many defined benefit (DB) to defined contribution (DC) transfers have you completed?

UFPLS had been taken prior to that transfer. Plans should not be reported here unless the current provider has been made aware that the plan was previously accessed.

Q7: What was the total value withdrawn via Pension Commencement Lump Sum (PCLS) for all plans? (£)

Report the total value of all PCLS (tax free cash) taken by plan holders who have, during the reporting period, taken a PCLS. Report all plans that have taken any PCLS, including those that have also taken an income via drawdown, purchased an annuity, or transferred away. Only include the value of the PCLS, and not any of the taxable income withdrawn.

This should be reported in pounds sterling and single units.

Q8: What was the total number of plans that were fully encashed via small pot lump sums, UFPLS or drawdown?

Report the number of plans that have had all funds withdrawn during the reporting period (i.e. where plans close with nil value), regardless of when the plan was first set up or when the plan holder first accessed their plan.

Include all plans that have been fully withdrawn (extinguished) by a small pot lump sum, UFPLS or drawdown, and plans that were fully withdrawn in one payment or in multiple payments during the period.

Note: we do not expect any plans with an amount remaining at the end of the reporting period to be captured here, unless it is a de minimis amount (e.g. £1) that has been left in order to avoid paying an account closure fee.

Q9: What was the total amount withdrawn this period from the fully encashed plans reported in question 8? (£)

Report the total amount withdrawn during this reporting period from those fully encashed plans reported in question 8; by either small pot lump sums, UFPLS or drawdown. Include all withdrawals made from these plans in the reporting period. This figure should be reported in pounds sterling and single units.

Part 2 – Breakdown of activity by plan holders accessing their pension plans during the reporting period

Value of assets under administration in plans accessed during the reporting period (questions 10 to 13)

Questions 10 to 13 should be completed by all firms.

Please note that the reporting requirements vary between questions:

•For questions 10 and 11, firms should include data relating to all plan holders who enter drawdown or purchase an annuity for the first time, regardless of whether the plan has previously been accessed in other ways.

•For questions 12 and 13, firms should only include data relating to plan holders who have not accessed their plans prior to this reporting period.
The figures should be reported in pounds sterling and single units.

Q10: What was the total value for assets under administration (AUA) of plans that entered drawdown? Value should be after any PCLS but before any income withdrawn (£).

Drawdown assets should only be reported by the provider of the drawdown plan.

Report the total value of assets in plans of all plan holders who enter drawdown for the first time in the reporting period and who do not withdraw all their assets. Include instances where the transition to drawdown happened within the same pension scheme. Include both the value of the crystallised assets and any remaining uncry stallised assets in the plans. The value should be after any PCLS but before any income withdrawn.

It should INCLUDE plans held by plan holders who:

• enter drawdown for the first time, crystallise 100% of their plan, and withdraw part (but not all) of their crystallised assets; or
• enter drawdown for the first time and crystallise only a part of their pension plan, leaving at least some crystallised and/or uncry stallised funds invested; or
• enter drawdown for the first time, crystallise 100% of their plan, taking their PCLS but taking no income; and/or
• enter drawdown for the first time, but have previously accessed their plan by using part of it to take a UFPLS or purchase an annuity.

It should EXCLUDE plan holders who:

• at the start of the relevant reporting period already have part uncry stallised and part cry stallised plans which are in drawdown, but cry stallise a new portion of their assets in the relevant reporting period, as they are not new entrants to drawdown;
• at the start of the relevant reporting period are already in drawdown and, although not drawing an income, partially crystallise additional assets and therefore may get a new ‘slice’ of tax free cash, as they are not new entrants to drawdown; and/or
• access their plan for the first time and take all of their benefits during the period. (These plans holders should be reported in question 15.)

If the answer to this question is £0, then questions 14–29 can be left blank.

Q11: For annuity providers only, what was the total value of AUA for plans that were used to purchase annuities? Value should be after any PCLS but before annuity purchase (£).

This question should be completed by the annuity provider only.

Report the total value of the assets in plans where the plan holder purchased an annuity during the reporting period. The value should be after any PCLS but before annuity purchase.

Firms should not include the value of any plans used to purchase products that are reported to
HM Revenue & Customs (HMRC) under drawdown rules (e.g. products that are marketed as annuities but which are actually crystallised assets in drawdown). The value of plans used to purchase these products should be reported in question 10.

Do not include values where a plan holder starts receiving annuity payments in place of a DB pension that was already in payment (e.g. DB pensions transferred to an annuity as a result of a scheme buyout).

However, firms should include values where DB scheme benefits that were not in payment were transferred to your firm and a plan holder then chose to take up an annuity (e.g. a section 32 plan holder who bought a lifetime annuity).

If the answer to this question is £0, then questions 30 – 53 can be left blank.

Q12: What was the total value of AUA for plans that were accessed for the first time by taking a partial UFPLS? Value should be before any partial UFPLS withdrawals (£).

Report the total value of assets in plans held by plan holders who accessed their plan for the first time by taking a partial UFPLS payment during the reporting period.

The total value should include the value of all uncrytallised assets before the first UFPLS withdrawal.

Do not include plans that have already been accessed by the plan holder prior to the start of the reporting period (e.g. by partially crystallising the plan or by taking an earlier UFPLS payment).

We understand that where a plan has in the past been transferred in from a previous provider, the current provider may not be aware if a UFPLS had been taken prior to that transfer. Only exclude such plans if you have been made aware that the plan was previously accessed.

If the answer to this question is £0, then questions 54 – 60 can be left blank.

Q13: What was the total value withdrawn from plans that were accessed for the first time and fully encashed via small pot lump sums, UFPLS or drawdown? Value should be gross, i.e. include both tax free and taxable portions (£).

Report the gross amount of all the withdrawals made during this reporting period by plan holders who accessed their plan for the first time and fully encashed it by the end of the period.

It should include both tax free and taxable portions. It should include plan holders who fully withdraw their plan in one payment, or in multiple payments, as long as all payments were made in the same reporting period.

Do not include plans that have already been accessed by the plan holder prior to the start of the reporting period (e.g. by partially crystallising the plan or by taking an earlier UFPLS payment).

We understand that where a plan has in the past been transferred in from a previous provider, the current provider may not be aware if a UFPLS
had been taken prior to that transfer. Only exclude such plans if you have been made aware that the plan was previously accessed.

[Note: we do not expect any plans with an amount remaining at the end of the period to be captured here, unless it is a minimal amount (e.g. £1) that has been left in order to avoid paying an account closure fee.]

If the answer to this question is £0, then questions 61–68 can be left blank.

The remainder of Part 2 of REP015 is separated into four sections: on entering drawdown, purchasing annuities, taking UFPLS, and taking full encashments. Only those firms that responded in questions 10 to 13 confirming these activities took place during the reporting period should complete the subsequent relevant questions.

**Plan holders that entered drawdown during the reporting period but did not fully exhaust their plan (questions 14–29)**

This captures all new entrants to drawdown in the reporting period who did not withdraw all their assets. If firms report any value of drawdown sales greater than zero under question 10 they should complete questions 14 to 29; other firms may leave these questions blank.

When completing the return, **firms** should report plans in the appropriate column for the pot size band that reflects the amount of AUA in the plan after any PCLS but before any income withdrawal.

<table>
<thead>
<tr>
<th>Q14: What was the total number of plans that entered drawdown during the reporting period by crystallised pot size?</th>
<th>The notes to question 10 provide more information about which plans should be included for this question. Plans should be reported under the pot size band that reflects the amount of AUA in the plan after any PCLS but before any income withdrawal (i.e. the pot size when the plan holder entered drawdown).</th>
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<tr>
<td>Q15 – Q19: Number of plans by plan holder age band and crystallised pot size</td>
<td>Questions 15 to 19 ask for the figures reported in question 14 to be broken down into age bands. Firms may report plans according to either the age of the plan holder at the end of the reporting period, or the age of the plan holder at the point the plan entered drawdown. Distribution should be reported under the following categories: •‘Existing plan holders’, i.e. existing accumulation pension/internal vesting plan holders. •‘New plan holders via single firm third party arrangement’, i.e. plan holders whose accumulation pension is with a third party pension provider for whom the reporting <strong>firm</strong> is a sole provider for a retirement income product. •‘New plan holders via multi-firm third party arrangements’, i.e. panel arrangements where the reporting <strong>firm</strong> receives business from a third party pension provider as a result of a restricted retirement income product panel. •‘New plan holders’, i.e. transfers in not from third party arrangements and which do not re-</td>
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</table>
late to any third party arrangement. Benefits may be purchased by an Open Market Option or transfer (including immediate vesting).

Distribution figures should be reported by the retirement income product provider. In the case of arrangements for drawdown to existing plan holders this means the originating pension provider should report the sales as the ‘retirement income provider’. This includes a situation where the transition to drawdown happened within the same pension scheme.

Where third party arrangements exist between a retirement income provider and a pension provider, the retirement income provider should report all of the plan holder actions, i.e. entrants to drawdown and annuity purchases.

All new plan holders received through panels and bureaux should be reported as through multi-firm third party arrangements. This includes panels that are part of intermediary firms.

Where third party arrangements exist between a retirement income provider and a pension provider, the retirement income provider should report all of the plan holder actions, i.e. entrants to drawdown and annuity purchases.

The examples in the Introduction to these guidance notes help clarify which firms should be reporting third party sales.

Q24: Number of plans by use of advice and crystallised pot size: number that were advised

Of the plans reported as entering drawdown in question 14, report how many of the plan holders were advised at the point of entering drawdown.

COBS 19.7.19 requires firms to record whether the retail client has received regulated advice and risk warnings when they contact the firm about accessing their pension. Report the number of plan holders who informed your firm they received advice at this point.

Q25: Number of plans by use of advice and crystallised pot size: number that were not advised but took up pensions guidance (e.g. Pension Wise)

Of the plans reported as entering drawdown in question 14, report how many of the plan holders who were not advised at the point of entering drawdown stated that they used Pension Wise.

COBS 19.7.8R and COBS 19.7.19R require firms to ask whether the retail client has received pensions guidance when they contact the firm about accessing their pension, and for firms to keep a record of the response. Firms should report plan holders who informed the firm they received guidance (but not advice) at this point.

Q26 – Q28: Number of plans by packaged product options and crystallised pot size

Of the plans reported as entering drawdown in question 14, report how many have the relevant packaged product attributes stated in questions 26 to 28.

Fixed term annuities, variable annuities and ‘retirement account’ products (e.g. where guaran
Pension annuities purchased during the reporting period (questions 30 to 53)

Please do not report new products marketed as annuities but which are actually crystallised assets in drawdown and therefore reported to HMRC under drawdown rules.

Please do not include cases where a plan holder starts receiving annuity payments in place of a DB pension that was already in payment (e.g. DB pension benefits transferred to an annuity as a result of a scheme buyout).

However, please do include cases where DB pension benefits that were not in payment were transferred to your firm and a plan holder then chose to take up an annuity (e.g. a section 32 plan holder who bought a lifetime annuity).

When completing the return, firms should report annuity sales under the pot size band that reflects the amount of AUA in the plan after any PCLS but before annuity purchase.

<table>
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<tr>
<th>Q30: What was the total number of pension annuities purchased during the reporting period by pot size?</th>
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<tr>
<td>The guidance to question 11 provides more information about which plan holders should be included for this question. Annuity purchases should be reported under the pot size band that reflects the amount of AUA in the plan after any PCLS but before annuity purchase.</td>
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<tr>
<th>Q31 – Q35: Number of pension annuities by plan holder age band and pot size</th>
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<tr>
<td>Questions 31 to 35 ask for all the annuity purchases reported in question 30 to be broken down into age bands of the plan holder. Firms may report plans according to either the age of the plan holder at the end of the reporting period, or the age of the plan holder at the point the annuity was purchased.</td>
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<table>
<thead>
<tr>
<th>Q36 – Q39: Number of pension annuities purchased by distribution channel and pot size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questions 36 to 39 ask for all the annuity purchases reported in question 30 to be broken down into the distribution channel, (such as via a single firm third party arrangement or multi-firm third party arrangements) used to sell the product.</td>
</tr>
</tbody>
</table>
The guidance to questions 20 to 23 provides more information about how this data should be reported.

Of the annuity purchases reported in question 30, report how many plan holders were advised at the point of purchasing the annuity.

COBS 19.7.19 requires firms to record whether the retail client has received regulated advice and risk warnings when they contact the firm about accessing their pension. Firms should report plan holders who informed your firm they received advice at this point.

Of the annuity purchases reported in question 30, report how many of the plan holders who did not receive advice stated that they used Pension Wise.

COBS 19.7.8R and COBS 19.7.19R require firms to ask whether the retail client has received pensions guidance when they contact the firm about accessing their pension, and for firms to keep a record of the response. Firms should report plan holders who informed the firm they received guidance (but not advice) at this point.

Questions 42 to 53 ask for data on the product features of the annuity purchases reported in question 30.

The annuity features and options in these questions are not mutually exclusive and one annuity sale could therefore be reported under more than one of these questions (e.g. a single-life escalating annuity would be reported under both questions 49 and 52).

In this return, we mean ‘enhanced annuities’ (question 42) to be only those underwritten on impaired life or lifestyle factors, e.g. smoking. This should not include annuities solely underwritten on other factors, e.g. occupation or postcode details.

We mean ‘flexible annuities’ (question 53) to be those that change shape (e.g. ‘U’, ‘J’ or ‘L’ shaped annuities) and which have only become available since 6 April 2015. These flexible annuities may include features such as:

- provision to take a lump sum in future;
- a taxed lump sum at outset;
- reduced income after a specified period, or at a particular age, such as at State Pension Age, or provision for this; and/or
- increased income after a specified period, or at a particular age or event, such as on identification of a care need, or provision for this.

Only report investment-linked annuities as flexible annuities (in question 53) if they follow a

| Q40: Number of pension annuities by use of advice and pot size: number that were advised |
| Q41: Number of pension annuities by use of advice and pot size: number that were not advised but took up pensions guidance (e.g. Pension Wise) |
| Q42 – Q53: Number of pension annuities by product types/options and pot size |
Plan holders who accessed their plan for the first time by taking a partial UFPLS payment (questions 54 to 60)

Plans which are accessed for the first time by taking a first UFPLS payment in the reporting period should be reported, but only where they have assets remaining at the end of the period, i.e. they have taken partial UFPLS with the first payment during the reporting period.

Do not include plans that have already been accessed by the plan holder prior to the start of the reporting period (e.g. by partially crystallising the plan or by taking an earlier UFPLS payment).

These questions capture the numbers of those plan holders that have taken an UFPLS withdrawal and not the numbers with access to UFPLS.

Plans should be reported under the pot size band that reflects the amount of uncrystallised AUA in that plan prior to the first UFPLS withdrawal.

Q54: What was the total number of plans where plan holders accessed their plan for the first time by taking partial UFPLS payments during the reporting period by uncrystallised pot size?

The guidance to question 12 provides more information about which plans should be reported for this question.

Plans should be reported under the pot size band that reflects the amount of uncrystallised AUA in the plan prior to the first UFPLS withdrawal.

Q55 – Q58: Number of plans by plan holder age band and uncrystallised pot size

Questions 55 to 58 ask for the plans reported in question 54 to be broken down by the age band of the plan holder.

Firms may report plans according to either the age of the plan holder at the end of the reporting period, or the age of the plan holder at the point the UFPLS was paid from the plan.

Q59: Number of plans by use of advice and uncrystallised pot size: number that were advised

Of the plans reported in question 54, report how many plan holders were advised at the point of accessing their benefits.

COBS 19.7.19 requires firms to record whether the retail client has received regulated advice and risk warnings when they contact the firm about accessing their pension. Firms should report plan holders who informed the firm they received advice at this point.

Q60: Number of plans by use of advice and uncrystallised pot size: number that were not advised but took up pensions guidance (e.g. Pension Wise)

Of the plans reported in question 54, report how many of the plan holders who did not receive advice stated that they used Pension Wise.

COBS 19.7.8R and COBS 19.7.19R require firms to ask whether the retail client has received pensions guidance when they contact the firm about accessing their pension, and for firms to keep a record of the response. Firms should report plan holders who informed the firm they received guidance (but not advice) at this point.

Full encashments made by plan holders who accessed their plans for the first time (questions 61 to 68)

Firms should report plans where the plan holder withdrew all their funds in the reporting period, but had not previously accessed their plan. This includes plan holders who fully withdrew their funds in one or more payments (as long as all payments were made in the same reporting period).
Do not include plans that have already been accessed by the plan holder prior to the start of the reporting period (e.g. by partially crystallising the funds or by taking an earlier UFPLS payment).

Do not report any plans with an amount remaining at the end of the reporting period here, unless it is a minimal amount (e.g. £1) that has been left in order to avoid paying an account closure fee.

Plans should be reported under the pot size band that reflects the amount of uncrystallised AUA in the plan prior to the first withdrawal in the reporting period.

Q61: What was the total number of full encashments by plan holders who accessed their plan for first time (via small pot lump sums, UFPLS or drawdown) by pot size?

The notes to question 13 provide more information about which plan holders should be included for this question. Plans should be reported under the pot size band that reflects the amount of uncrystallised AUA in the plan prior to the first withdrawal in the reporting period.

Q62 – Q66: Number of full encashments by plan holder age band and uncrystallised pot size

Questions 62 to 66 ask for the full encashments reported in question 61 to be broken down into age bands. Firms may report plans according to either the age of the plan holder at the end of the reporting period, or the age of the plan holder at the point the plan was fully encashed.

Q67: Number of full encashments by use of advice and pot size: number that were advised

Of the full encashments reported in question 61, report how many were made by plan holders who were advised at the point of accessing their benefits.

COBS 19.7.19 requires firms to record whether the retail client has received regulated advice and risk warnings when they contact the firm about accessing their pension and receive the risk warnings. Firms should report plan holders who informed the firm they received advice at this point.

Q68: Number of full encashments by use of advice and pot size: number that were not advised but took up pensions guidance (e.g. Pension Wise)

Of the full encashments reported in question 61, report how many of the plan holders who did not receive advice stated that they used Pension Wise.

COBS 19.7.8R and COBS 19.7.19R require firms to ask whether the retail client has received pensions guidance when they contact the firm about accessing their pension, and for firms to keep a record of the response. Firms should report plan holders who informed the firm they received guidance (but not advice) at this point.

Section B Notes for completion of REP016

The following notes do not cover all questions in REP016, only those questions where we considered guidance would assist firms in completing the return.

Part 1 – Retirement income stock data (questions 4 to 16)

This section captures the group’s pension and retirement income books in aggregate as at the end of the period being reported. Where questions ask for plans or assets to be reported by the age of the plan holder, it is the age at the end of the reporting period that is relevant.

Questions 4 to 12 are split so that firms provide separate figures depending on whether the figure reported relates to a trust-based scheme or a contract-based scheme:
SUP 16 : Reporting requirements

Annex 43B

- Firms should report all personal and stakeholder pensions as contract-based schemes, including SIPPs written under trust.

- Only DC occupational money purchase schemes should be reported as trust-based schemes. For unitised with-profits business, firms should report the policy fund value.

For traditional or conventional with-profits business, firms should report the asset share or other appropriate available value.

Providers should report asset values for all single arrangement SIPPs where individual investments are not allocated between uncrystallised or crystallised investments. All such assets should be split across the uncrystallised and crystallised questions (4 to 12) using either unitised holdings split between plan members or percentage lifetime allowance (LTA) calculations that exist for the single arrangement SIPP.

Uncrystallised stock data (questions 4 to 8)

This section captures plans with uncrystallised assets only. Firms should not include crystallised plans in schemes with retirement ages below 55.

Do not include plans that are partially crystallised in this section (they are captured in the next section). Plans that are in phased drawdown should not be included in this section.

Q4: How many defined contribution (DC) pension plans do you have in accumulation where the plan holder is aged 55 or over and has not accessed their pension?

Q5: How many DC pension plans do you have with only uncrystallised assets where the plan holder is aged 55 or over and has at any time taken a lump sum payment via uncrystallised funds pension lump sum (UFPLS)?

Q6: How many DC pension plans do you have in accumulation where the plan holder is aged under 55 years old?

Q7: How many DC pension plans do you have which are still solely in accumulation (uncrystallised) and have a guaranteed income benefit such as a guaranteed annuity rate (GAR), deferred annuity option, or guaranteed minimum pension (GMP)?
**Q8:** What is your total value of uncrystallised assets under administration (AUA) in DC pension plans? (£)  
Report all uncrystallised pension assets here, regardless of the age of the plan holders or whether they also have crystallised assets. Include the uncrystallised assets of any partially crystallised plans.

For unitised with-profits business, *firms* should report the policy fund value. For traditional or conventional with-profits business, *firms* should report the asset share or other appropriate available value.

Where SIPP providers are unable to provide a valuation for the date required (31 March) they should use the most recent valuation.

The figure should be reported in pounds sterling and single units.

**Partially crystallised stock data (question 9)**

All plans where the plan holder has both uncrystallised and crystallised funds should be reported in this question. This includes all plans in ‘phased’ or ‘drip feed’ drawdown. Plan holders who have part of their funds crystallised in drawdown and are also taking UFPLS from uncrystallised funds should be included.

**Crystallised stock data (questions 10 to 12)**

This section is intended to capture the *firm’s* crystallised book of pension business, i.e. assets in drawdown. All products marketed as annuities but written within drawdown tax rules (e.g. fixed term and variable annuities) should be included here even if funds are domiciled outside the UK.

**Q10:** How many drawdown (capped and flexi) plans do you have where 100% of the funds are crystallised?  
Report all plans where all the assets are crystallised.

**Q11:** How many drawdown plans do you have where a PCLS has been paid but no income has ever been taken?  
Report all plans where a PCLS has been taken but no income has been paid. Include plans which are 100% crystallised and those which are partially crystallised.

**Q12:** What is the total value of crystallised assets under administration (AUA) in DC pension plans? (£)  
Report all crystallised (in drawdown) pension assets here, regardless of the age of the plan holders or whether they also have uncrystallised assets. Include the crystallised assets of any partially crystallised plans.

For unitised with-profits business, *firms* should report the policy fund value. For traditional or conventional with-profits business, *firms* should report the asset share or other appropriate available value.

Where SIPP providers are unable to provide a valuation for the relevant date (31 March), they should use the most recent valuation.

The figure should be reported in pounds sterling and single units.

**Report all plans where all the assets are crystallised.**

**Q13:** In total how many annuities do you currently have in payment?  
Report how many annuities were in payment at the end of the reporting period. *Firms* should report all annuities in payment regardless of whether the annuitant has an individual contract (i.e. bulk annuities in payment should be re
Q14: What was the total income paid on all your annuities in payment during the reporting period? (£)

Q15: What is the total number of plans where the plan holder made regular withdrawals by drawdown or UFPLS?

Q16: What is the total number of plans where the plan holder made ad hoc partial withdrawals by drawdown or UFPLS?

Part 2 - Withdrawals flow data (questions 17 to 34)

This section captures more information about the plans reported in questions 15 and 16 where plan holders made one or more withdrawals in the relevant period and remain invested at the period end, and includes plan holders regardless of when they began accessing their plan. The guidance for questions 15 and 16 provides more information on which plans should be included.

Plans where the plan holder remained invested but did not take an income in the period can be excluded.
Plans where the plan holder gave instructions for regular withdrawals should be reported under questions 17 to 31.

Note that firms should only complete questions 17 to 31 where 750 or more plans with regular withdrawals are reported in question 15. If this is not the case, these questions can be left blank.

Include plans with regular withdrawals of any frequency (e.g. annual, quarterly, monthly or other frequency) providing that at least one withdrawal was made during the reporting period. Plans where the plan holder has given no instructions for regular withdrawals and instead has made withdrawals by one or more ad hoc requests should be reported under questions 32 and 33.

Where plan holders have set up a regular payment and also taken one or more ad hoc withdrawals during the reporting period, firms should include their plans in the answers on regular withdrawals (questions 17 to 31) and not ad hoc withdrawals (questions 32 and 33).

In questions 17–24 plans should be reported in the age band column that reflects the age of the plan holder at the end of the reporting period.

In questions 25–33 plans should be reported in the pot size band column that reflects the pot size at the start of the reporting period, or when the plan entered drawdown (if later).

Note that questions 32 and 33 should only be completed where one or more plans with ad hoc partial withdrawals are reported in question 16. If this is not the case, these questions can be left blank.

To answer questions 17 to 31, firms should calculate annual withdrawal rates for all the plans with regular withdrawals set up and which were reported in question 15.

Firms should not calculate withdrawal rates for each withdrawal; it is a rate of withdrawal for each plan holder over the year that should be calculated.

Firms are should use one of two methods set out below for calculating annual withdrawal rates.

Method 1 – Electronic valuations (where possible)

Where firms can extract an up to date valuation electronically, firms should use the following method:

- Step 1: the member’s plan value (in pounds sterling) at the beginning of the period being reported is extracted (including both crystallised and uncrystallised funds);
- Step 2: any contributions and transfers in to the plan over the period are added to the value at step 1;
- Step 3: any transfers out of the plan and/or PCLS over the period are deducted from the value at step 2; and
- Step 4: all income payment withdrawals over the period (regular and ad hoc drawdown and UFPLS) should then be totalled and divided by the value after step 3 to calculate the annual withdrawal rate.

Method 2 – Latest annual valuations (where method 1 is not possible)

Where electronic valuations at specific dates cannot be extracted, firms should use the following alternative method:

- Step 1: extract the member’s plan value (in pounds sterling) at the last annual valuation date prior to the start of the period being reported;
- Step 2: any contributions and transfers in over the 12-month period starting with the annual valuation identified in step 1 and ending with the following annual valuation (which will have taken place during this reporting period) are added to the value at step 1;
- Step 3: any transfers out of the plan and/or PCLS over the 12-month period between valuations are deducted from the value at step 2; and
- Step 4: all income payment withdrawals over the period between valuations (regular and ad hoc drawdown and UFPLS) should then be totalled and divided by the plan value after step 3 to calculate the annual withdrawal rate.

Both methods ignore investment growth as it will be carried over to the starting valuation of the next year’s calculation and be reflected in the withdrawal rate reported then.
Where a plan holder enters a drawdown arrangement for the first time within the year being reported and starts regular withdrawals, firms should use the starting value when the plan entered drawdown.

Plans where plan holders make both regular and ad hoc withdrawals should be reported as one plan only and both the regular and ad hoc withdrawals should be included together in the rate of withdrawal calculation.

Example 1 – using method 1

A SIPP plan has an opening valuation of £200,000 at the start of the reporting period (i.e. 1 April). The plan holder has regular withdrawals set up and withdraws £100,000 from the SIPP during the reporting period. A firm able to extract the value of the plan at the beginning of the period (method 1) should calculate this as a 50% annual withdrawal rate, i.e. £100,000/£200,000.

Example 2 – using method 2

A SIPP provider does not have electronic valuation information available and instead undertakes manual annual valuations (method 2) on 1 October each year. Under method 2 the SIPP provider calculates the withdrawal rate for the 12 months between the last two annual valuations (i.e. October to September). To do this it should total all the withdrawals made in the 12 months between valuations and divides this against the starting valuation for the period.

The SIPP’s value at the start of the period was £250,000, and the plan holder made regular and ad hoc withdrawals totalling £100,000 during the following 12 months. The firm should therefore calculate the withdrawal rate for this reporting period as 40%, i.e. £100,000/£250,000.

Example 3 – making contributions during the year

A plan holder starts the reporting period (year 1) with a £50,000 pot of crystallised assets and during the period makes use of their money purchase annual allowance and pays in £10,000 as uncrystallised assets. They have regular withdrawals set up and during the reporting period withdraw £12,000.

To calculate the withdrawal rate the provider divides the withdrawals of £12,000 by the total of the starting pot plus contributions (£50,000 + £10,000 = £60,000), which results in a rate of 20%.

At the start of the next reporting period (year 2) the starting valuation should include both the crystallised assets and the new uncrystallised assets resulting from the £10,000 contribution last period, even if the uncrystallised assets are in a separate arrangement and remain untouched throughout year 2.

Example 4 – entering drawdown within the reporting period

A plan holder transfers into the pension scheme in January, entering drawdown with a starting value (after PCLS) of £100,000. They set up regular withdrawals and receive £5,000 in February and £5,000 in March. The withdrawal rate should be 10%, i.e. £10,000/£100,000.
Employers’ Liability Register compliance return
Guidance notes for the completion of Employers' Liability Register compliance return in SUP 16 Annex 44AR

Firm details

1 FRN
Enter the firm reference number.

2 Firm name
Enter the firm name as it appears on the Financial Services Register.

Director's certificate

3 Is the firm materially compliant with ICOBS 8.4.4R(2) and ICOBS 8 Annex 1 in the production of the firm's employers' liability registers in the reporting period?

If the firm is materially compliant, select 'Yes' and move on to question 4.
If the firm is not materially compliant, select 'No' and proceed to answer questions 3.1 to 3.3.

3.1 Please confirm that the director's certificate contains a description of the ways in which the firm, in its production of the register, is not materially compliant and of the steps, together with relevant timescales, that the firm is taking to ensure that the firm will be materially compliant as soon as practicable. This question relates to the requirement in SUP 16.23A.5R(1)(b).

If an explanation is provided in the director's certificate or auditor's report select 'Yes'.

3.2 How many policies are omitted from the register? (as a proportion of the total number of policies required to be included in the register.)

Enter the percentage of the total number of policies omitted from the register.
If this percentage is an estimate, the basis for estimation should be included in the supporting documents.

3.3 How many policies in the register contain incorrect or incomplete information? (as a proportion of the total number of policies required to be included in the register.)

Enter the percentage of the total number of policies where there is incorrect or incomplete information on the register.
If this percentage is an estimate, the basis for estimation should be included in the supporting documents.

Director’s Certificate upload

4 Please upload a copy of the director’s certificate here in PDF format
[upload functionality]

Auditor's report

5 Does the auditor’s report confirm the firm is materially compliant with ICOBS 8.4.4R(2) and ICOBS 8 Annex 1 in the production of its employers' liability registers in the reporting period?

Indicate if the auditor’s report confirms the firm is materially compliant by selecting 'Yes'.
Where the auditor's report states the firm is not materially compliant select ‘No’.

Auditor’s report upload
6Please upload a copy of the auditor’s report here in PDF format.
[upload functionality]
Annual Claims Management Report form

CMC001: Key data for Claims Management
Currency: Sterling only
Units: integers

<table>
<thead>
<tr>
<th>Group reporting</th>
<th>1</th>
<th>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)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
<td>If “Yes” then list the firm reference numbers (FRNs) of all of the additional firms included in this return.</td>
</tr>
<tr>
<td>Nil return</td>
<td>3</td>
<td>Do you wish to report a nil return?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>All firms answering 'no' to question 3, must complete the following:</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>Over the reporting period, how many employees did the firm have on average?</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>How many employees left the firm (for any reason) during the reporting period?</td>
</tr>
<tr>
<td></td>
<td>6</td>
<td>What was the firm’s annual employee turnover rate during the reporting period?</td>
</tr>
<tr>
<td></td>
<td>7</td>
<td>What was the total remuneration paid to the firm’s employees over the reporting period?</td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>What was the total amount of variable remuneration paid to the firm’s employees over the reporting period?</td>
</tr>
<tr>
<td></td>
<td>9</td>
<td>How does the firm charge fees to its customers?</td>
</tr>
<tr>
<td></td>
<td>10</td>
<td>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)?</td>
</tr>
<tr>
<td>Profit and loss account (over reporting period)</td>
<td>11</td>
<td>What was the firm’s income from seeking out, referrals and identification of claims or potential claims?</td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>What was the firm’s income from all regulated claims management activities?</td>
</tr>
<tr>
<td></td>
<td>13</td>
<td>What was the firm’s income from all regulated activities?</td>
</tr>
<tr>
<td></td>
<td>14</td>
<td>What was the firm’s income from activities which are not regulated activities?</td>
</tr>
<tr>
<td></td>
<td>15</td>
<td>What was the firm’s total income, including from activities which are not regulated activities?</td>
</tr>
<tr>
<td></td>
<td>16</td>
<td>What was the firm’s expenditure in respect of all regulated claims management activities?</td>
</tr>
<tr>
<td></td>
<td>17</td>
<td>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))?</td>
</tr>
</tbody>
</table>
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?

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 CMCOB 7.3)?

28 Was the firm a Class 1 firm or a Class 2 firm (as defined in CMCOB 7.2.5R) at the end of the reporting period?

29 What was the firm’s overheads requirement (as calculated in CMCOB 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 CMCOB 7.2.8R) greater than the amount set out in whichever of CMCOB 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 CMCOB 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?

The rest of the 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
35 Does the firm have permission for advice, investigation or representation in relation to a personal injury claim?

36 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:
(a) Who is the underwriter of the insurance?
(b) What is the policy renewal date?
(c) Have the minimum terms of the policy been reviewed in the last five years?
(d) What is the amount of the limit of indemnity (liability) for any single claim?
(e) What is the amount of the limit of indemnity (liability) for claims in the aggregate over the policy period?
(f) What is the amount of the excess (or deductible) that would be applicable for any one claim?
(g) 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
37 What was the highest balance of client money held by the firm at any point during the reporting period?

38 In relation to the balance reported for question 37, for how many different customers did the firm hold client money?

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

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

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

Product Data
42 What was the average fee charged by the firm, during the reporting period in respect of a claim?

Third-party Lead Generators
43 How many leads did the firm purchase from lead generators during the reporting period?

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Postal address</th>
<th>Email address (e.g. a call centre)?</th>
<th>Number of leads purchased from supplier over reporting period</th>
<th>Average cost per lead purchased from supplier over reporting period</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### SUP 16: Reporting requirements

**Annex 45A**

<table>
<thead>
<tr>
<th>Name</th>
<th>Postal address</th>
<th>Email address</th>
<th>Does supplier use overseas facilities (e.g. a call centre)?</th>
<th>Number of leads purchased from supplier over reporting period</th>
<th>Average cost per lead purchased from supplier over reporting period</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>How many leads did the <em>firm</em> supply to a third party? (include all the occasions on which the <em>firm</em> passed a <em>customer</em>, or details of a <em>customer</em> or <em>claim</em>, to a third party)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Product data**

How was the *firm’s* regulated claims management activity divided among the following areas of work?

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Number of claims where lead obtained from lead generator</th>
<th>Number of claims pursued</th>
<th>Number of successful claims</th>
<th>Number of claims 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)</th>
</tr>
</thead>
<tbody>
<tr>
<td>46</td>
<td>financial services or financial product <em>claims</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a) Payment protection insurance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(b) Packaged bank accounts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(c) Investments</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(d) Payment card or bank charges</td>
<td></td>
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<tr>
<td></td>
<td>(e) Mortgages</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(f) Consumer credit</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>(g) Pensions, including SERPS</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>(h) Interest rate swaps and hedging products</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(i) Other (please specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**47 personal injury claims**

|         | Holiday sickness                                           |                          |                           |                                                                               |
|         | Road traffic accidents (excluding whiplash)                |                          |                           |                                                                               |
|         | Slips, trips and falls (excluding accidents at work)       |                          |                           |                                                                               |
|         | Accidents at work                                          |                          |                           |                                                                               |
|         | Clinical negligence                                        |                          |                           |                                                                               |
|         | Whiplash                                                   |                          |                           |                                                                               |
|         | Other (please specify)                                     |                          |                           |                                                                               |
### SUP 16: Reporting requirements

#### Annex 45A

<table>
<thead>
<tr>
<th>Name</th>
<th>Postal address</th>
<th>Email address</th>
<th>Does supplier use overseas facilities (e.g. a call centre)?</th>
<th>Number of leads purchased from supplier over reporting period</th>
<th>Average cost per lead purchased from supplier over reporting period</th>
</tr>
</thead>
<tbody>
<tr>
<td>48</td>
<td>housing disrepair claims</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>49</td>
<td>claims for a specified benefit</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>50</td>
<td>criminal injury claims</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>51</td>
<td>employment-related claims</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>52</td>
<td>Of the above types of claim, which three saw the largest percentage change in number of successful claims?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Type of claim</td>
<td>Percentage change</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(a)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(b)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(c)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Guidance notes for completion of the Annual Claims Management Report form

Guidance for CMC001

General notes

This data item collects key information annually from firms with permission to undertake regulated claims management activity.

Except for rows 13 to 15, 19 to 27 and 30 to 34, the data provided in this form should relate only to regulated claims management activity, even if the firm undertakes regulated or unregulated activities in other areas. Except where a single Annual Claims Management Report is submitted in respect of a group in accordance with ■SUP 16.25.8R, the data should not include the assets, liabilities, income or costs of any consolidated subsidiaries of the firm.

If you have undertaken no regulated claims management activity during the reporting period, answer “yes” to question 3 “do you wish to report a nil return?” to attest that there is no activity to report to us.

All questions requiring a monetary answer must be answered in sterling only. Figures should be reported in integers (that is, single units, to the nearest whole number), except where otherwise specified in the form: for example, income figures should be given to the nearest pound, not to the nearest thousand pounds.

In the form there are two sections. The first section must be answered by all firms (including those that only have permission for seeking out, referrals and identification of claims or potential claims, or agreeing to carry on a regulated activity in respect of one of these activities). The second section however (from question 35 onwards) is only required from those firms that have permission for one or more of the following activities:

• 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,

collectively referred to in these guidance notes as ‘advising on a claim, investigating a claim, or representing a claimant’.

Data elements

<table>
<thead>
<tr>
<th>Question</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Do you wish to report a nil return?</td>
</tr>
<tr>
<td>Question</td>
<td>Notes</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Over of the reporting period, how many employees did the <em>firm</em> have on average?</td>
<td>State how many employees the <em>firm</em> had on average during the reporting period. Include part time workers in this figure as 0.5.</td>
</tr>
<tr>
<td>How many employees left the <em>firm</em> (for any reason) during the reporting period?</td>
<td>State the figure for the number of employees who left the <em>firm</em>. Include part time workers in this figure as 0.5.</td>
</tr>
<tr>
<td>What was the <em>firm’s</em> annual employee turnover rate during the reporting period?</td>
<td>This should be the number of employees who left the <em>firm</em> during the reporting period (item 5) divided by the average number of employees the <em>firm</em> had during the reporting period (item 4), multiplied by 100.</td>
</tr>
<tr>
<td>What was the total remuneration paid to the <em>firm’s</em> employees over the reporting period?</td>
<td>Include all remuneration received by employees, including any variable remuneration such as bonuses, commissions or performance-based pay. Include share-based remuneration, options and the monetary value of benefits in kind.</td>
</tr>
<tr>
<td>What was the total amount of variable remuneration paid to the <em>firm’s</em> employees over the reporting period?</td>
<td>Include only variable remuneration such as bonuses, commissions or performance-based pay. Include share-based remuneration, options and the monetary value of benefits in kind to the extent that these are variable.</td>
</tr>
<tr>
<td>How does the <em>firm</em> charge fees to its customers?</td>
<td>Please describe all the ways in which the <em>firm</em> charges fees: for example, whether calculated by reference to the amount recovered for the customer or on an hourly rate, and whether fees are charged up front or on account, or are invoiced periodically or at the end of the claim.</td>
</tr>
<tr>
<td>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)?</td>
<td>Refer to the guidance contained in FEES 4 Annex 13G before completing this question. If you undertake other activities this will be a subset of your total income.</td>
</tr>
<tr>
<td>What was the <em>firm’s</em> income from seeking out, referrals and identification of claims or potential claims?</td>
<td>State the revenue from generating leads for, or selling leads to, third parties. If you do not have this permission enter “0”.</td>
</tr>
<tr>
<td>What was the <em>firm’s</em> income from all regulated claims management activities?</td>
<td></td>
</tr>
<tr>
<td>What was the <em>firm’s</em> income from all regulated activities?</td>
<td></td>
</tr>
<tr>
<td>What was the <em>firm’s</em> income from activities which are not regulated activities?</td>
<td></td>
</tr>
<tr>
<td>What was the <em>firm’s</em> total income, including from activities which are not regulated activities?</td>
<td>This should be the sum of items 13 and 14.</td>
</tr>
<tr>
<td>What was the <em>firm’s</em> expenditure in respect of all regulated claims management activities?</td>
<td>Include any share of overheads which is allocated to income from regulated claims management activities.</td>
</tr>
<tr>
<td>What was the <em>firm’s</em> expenditure in respect of all regulated claims management activities (excluding expenditure of the sort listed in CMCOB 7.2.8R(2)(b))?</td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Notes</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>18</strong> What was the firm’s operating profit from regulated claims management activities?</td>
<td>Operating profit is equal to income (item 12) less expenditure (item 16).</td>
</tr>
<tr>
<td>Balance sheet</td>
<td>Questions 19 to 27 are to be answered as at the end of the relevant reporting period</td>
</tr>
<tr>
<td><strong>19</strong> What was the value of the firm’s total assets?</td>
<td>Include all fixed and current assets.</td>
</tr>
<tr>
<td><strong>20</strong> How much cash did the firm hold?</td>
<td>This should relate to the whole firm but should not include the cash of any consolidated subsidiaries. This should include cash held in a bank account available for instant withdrawal.</td>
</tr>
<tr>
<td><strong>21</strong> What was the value of the firm’s other current assets?</td>
<td>A current asset is an asset that is expected to be converted to cash within a year of the date of measurement (but does not include cash). This should relate to the whole firm (including investments in or receivables from other group entities) but should not include the assets of any consolidated subsidiaries.</td>
</tr>
<tr>
<td><strong>22</strong> How much did the firm owe in overdrafts and bank loans due within one year?</td>
<td>Include only the drawn amount of overdrafts.</td>
</tr>
<tr>
<td><strong>23</strong> What was the value of the firm’s current liabilities (other than overdrafts and bank loans)?</td>
<td>A current liability is a debt or obligation that falls due within one year of the date of the liability arising. This should relate to the whole firm (including any amounts owed to other group entities) but should not include any consolidated subsidiaries.</td>
</tr>
<tr>
<td><strong>24</strong> What was the value of the firm’s total (current and non-current) liabilities?</td>
<td>Non-current liabilities are those falling due more than one year after the date of measurement.</td>
</tr>
<tr>
<td><strong>25</strong> What was value of the firm’s current assets less the value of its current liabilities?</td>
<td>This should equal the sum of items 20 and 21 less the sum of items 22 and 23.</td>
</tr>
<tr>
<td><strong>26</strong> What was the value of the firm’s total assets less the value of its current liabilities?</td>
<td>This should equal the sum of item 19, less the sum of items 22 and 23.</td>
</tr>
<tr>
<td><strong>27</strong> What level of prudential resources did the firm hold at the end of the reporting period (as calculated in CMCOB 7.3)?</td>
<td>CMCOB 7.3 sets out how prudential resources are to be calculated and which forms of capital are eligible for inclusion.</td>
</tr>
<tr>
<td><strong>28</strong> Was the firm a Class 1 firm or a Class 2 firm (as defined in CMCOB 7.2.5R) at the end of the reporting period?</td>
<td>CMCOB 7.2.8R sets out how the overheads requirement is to be calculated.</td>
</tr>
<tr>
<td><strong>29</strong> What was the firm’s overheads requirement (as calculated in CMCOB 7.2.8R) as at the end of the reporting period?</td>
<td>The sums applicable under CMCOB 7.2.6R and 7.2.7R are £10,000 for a Class 1 firm and £5,000 for a Class 2 firm.</td>
</tr>
<tr>
<td><strong>30</strong> As at the end of the reporting period, was the firm’s overheads requirement (as calculated in CMCOB 7.2.8R) greater than the amount set out in whichever of CMCOB 7.2.6R(1)(a) or 7.2.7R(1)(a) was applicable to the firm?</td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Notes</td>
</tr>
<tr>
<td>----------</td>
<td>-------</td>
</tr>
<tr>
<td>31 Did the firm hold client money at any point during the reporting period?</td>
<td>Answer “yes” or “no”. For the purposes of this question, include client money which has been sent out by cheque and is uncleared and/or unbanked.</td>
</tr>
<tr>
<td>32 What was the firm’s prudential resources requirement (as calculated in CMCOB 7.2.6R and 7.2.7R) as at the end of the reporting period?</td>
<td>CMCOB 7.2.6R sets out how the prudential resources requirement is to be calculated for Class 1 firms. CMCOB 7.2.7R sets out how the prudential resources requirement is to be calculated for Class 2 firms.</td>
</tr>
<tr>
<td>33 Did the firm have a prudential surplus or deficit at the end of the reporting period?</td>
<td>A firm with prudential resources in excess of its prudential resources requirement has a prudential surplus. A firm with prudential resources less than its prudential resources requirement has a prudential deficit.</td>
</tr>
<tr>
<td>34 What was the amount of the prudential surplus or deficit at the end of the reporting period?</td>
<td>Enter positive figures only (irrespective of whether the amount was a surplus or deficit.)</td>
</tr>
<tr>
<td>The rest of the questions are only for firms that have permission for advising on a claim, investigating a claim, or representing a claimant.</td>
<td>All the questions below relate to advising on a claim, investigating a claim, or representing a claimant and should not include data for any other regulated claims management activity.</td>
</tr>
<tr>
<td>35 Does the firm have permission for advice, investigation or representation in relation to a personal injury claim?</td>
<td>Answer “yes” or “no”. Having these permissions in respect of personal injury claims triggers a requirement to hold professional indemnity insurance.</td>
</tr>
<tr>
<td>36 Did the firm have a professional indemnity insurance policy in place for advice, investigation or representation in relation to a personal injury claim at the end of the reporting period?</td>
<td>Answer “yes” or “no”.</td>
</tr>
<tr>
<td>If yes:</td>
<td></td>
</tr>
<tr>
<td>(a) Who is the underwriter of the insurance?</td>
<td>State the underwriter’s name.</td>
</tr>
<tr>
<td>(b) What is the policy renewal date?</td>
<td>Provide the end date of the policy in the format dd/mm/yyyy.</td>
</tr>
<tr>
<td>(c) Have the minimum terms of the policy been reviewed in the last five years?</td>
<td>If the policy applies different indemnity limits to different insured events, enter the lowest applicable limit.</td>
</tr>
<tr>
<td>(d) What is the amount of the limit of indemnity (liability) for any single claim?</td>
<td></td>
</tr>
<tr>
<td>(e) What is the amount of the limit of indemnity (liability) for claims in the aggregate over the policy period?</td>
<td></td>
</tr>
<tr>
<td>(f) What is the amount of the excess (or deductible) that would be applicable for any one claim?</td>
<td></td>
</tr>
<tr>
<td>(g) Has the identity of the insurance provider or the terms and conditions of the insurance policy changed from the content of the last Annual</td>
<td>Answer “yes” or “no”.</td>
</tr>
<tr>
<td>Question</td>
<td>Notes</td>
</tr>
<tr>
<td>----------</td>
<td>-------</td>
</tr>
<tr>
<td><strong>37</strong> What was the highest balance of client money held by the firm at any point during the reporting period?</td>
<td>Report rounded to the nearest pound.</td>
</tr>
<tr>
<td><strong>38</strong> In relation to the balance reported for question 37, for how many different customers did the firm hold client money?</td>
<td>Report the number of customers to whom the balance reported for question 37 relates.</td>
</tr>
<tr>
<td><strong>39</strong> For how many different customers did the firm hold client money for a period longer than two business days?</td>
<td>Report the total number of customers for whom the firm held client money for longer than two business days.</td>
</tr>
<tr>
<td><strong>40</strong> For how many different customers did the firm hold client money for a period longer than five business days?</td>
<td>Report the total number of customers for whom the firm held client money for longer than five business days. Exclude (for question 40 reporting purposes only) any customers to which the firm has sent a cheque or other payable order which is uncleared and/or unbanked. For the avoidance of doubt, a firm must continue to treat this money as client money until the cheque or order is presented and paid by the bank.</td>
</tr>
<tr>
<td><strong>41</strong> What was the longest period of time for which the firm held client money for a customer?</td>
<td>Report in days.</td>
</tr>
<tr>
<td><strong>42</strong> What was the average fee charged by the firm, during the reporting period in respect of a claim?</td>
<td>Include in the average only claims where a fee was charged.</td>
</tr>
<tr>
<td><strong>43</strong> How many leads did the firm purchase from lead generators during the reporting period?</td>
<td>State “None” or provide a positive figure.</td>
</tr>
<tr>
<td><strong>44</strong> If you have provided a figure in response to the previous question, provide the following details in respect of the three lead generators from which the firm purchased the most leads during this reporting period:</td>
<td>Provide all the information requested in each column.</td>
</tr>
<tr>
<td><strong>45</strong> How many leads did the firm supply to a third party? (include all the occasions on which the firm passed a customer, or details of a customer or claim, to a third party)</td>
<td></td>
</tr>
<tr>
<td><strong>46-51</strong> How was the firm’s regulated claims management activity divided among the following areas of work?</td>
<td>Provide the following figures for each area of work.</td>
</tr>
<tr>
<td>Revenue</td>
<td>For financial services and products claims and personal injury claims show how this work is split between different subcategories.</td>
</tr>
<tr>
<td>Number of claims where lead obtained from lead generator</td>
<td>When reporting “other”, complete the free text box to indicate what the figures relate to.</td>
</tr>
<tr>
<td></td>
<td>Enter the total income earned from this type of work during the reporting period.</td>
</tr>
<tr>
<td></td>
<td>Enter the number of claims where the customer was obtained from a lead purchased from a lead generator.</td>
</tr>
<tr>
<td>Question</td>
<td>Notes</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Number of claims pursued</td>
<td>Enter the number of claims in respect of which an agreement was reached with the customer for the firm to investigate, advise or represent.</td>
</tr>
<tr>
<td>Number of successful claims</td>
<td>Enter the number of claims which resulted in a payment or other remedy for the customer. Include claims settled on such terms.</td>
</tr>
<tr>
<td>Number of claims halted or not taken forward because: no good arguable base, suspected fraud, or being frivolous or vexatious</td>
<td>Enter the number of claims which the firm declined, or declined to continue to pursue because there was no arguable case in the left hand column; the number of those where there was suspected fraud in the middle column; and the number of those which were frivolous or vexatious in the right hand column.</td>
</tr>
<tr>
<td>Of the above types of claim, which three saw the largest percentage change in number of successful claims?</td>
<td>Percentage change is the increase or decrease in the number of successful claims concluded during the reporting period compared to the number in the equivalent period ending 12 months earlier. Enter the name of the type of claim and the percentage change. For financial services or financial product claims and personal injury claims, enter the more detailed claim category (e.g. Whiplash).</td>
</tr>
</tbody>
</table>
REP020 Statistics on the availability and performance of a dedicated interface
Notes on completing REP020 Statistics on the availability and performance of a dedicated interface

These notes contain guidance for quarterly reporting by Account Servicing Payment Service Providers (ASPSPs) with payment accounts accessible online that are required to publish on their website quarterly statistics on the availability and performance of the dedicated interface and of the interface used by its payment service users under article 32(4) EBA Regulator Technical Standards on Strong Customer Authentication and Common and Secure Communication (“the SCA-RTS”).

The following completion notes should be read in conjunction with EBA Guidelines on the conditions to benefit from an exemption from the contingency mechanism under article 33(6) of Regulation (EU) 2018/389 (RTS on SCA & CSC) (“the EBA Guidelines”).

The form provides the means for ASPSPs to provide the FCA with quarterly statistics on the availability and performance of the dedicated interface and of the interface used by its payment service users.

‘Account Servicing Payment Services Providers’ has the same definition as at Regulation 2(1) Payment Services Regulations 2017.

All ASPSPs with payment accounts accessible online and providing access to account information service providers (AISPs), payment initiation service providers (PISPs), or card based payment instrument issuers (CBPIIs), via a ‘dedicated interface’ are required to provide data.

ASPSPs with payment accounts accessible online and providing access to AISPs, PISPs, or CBPIIs via means other than the dedicated interface are not required to report daily statistics on the availability and performance of such interfaces, and should submit a ‘nil return’.

Structure of the return

REP020 requires the ASPSP to report daily statistics on the availability and performance for each of its payment service user interfaces and dedicated interfaces for the previous quarter, for the daily statistics published on the ASPSPs website in accordance with article 32(4) of the SCA-RTS.

For each dedicated interface, the ASPSP should indicate by selecting ‘yes’ or ‘no’ if the dedicated interface benefits from an exemption under article 33(6) of the SCA-RTS. This will be ‘no’ for any payment service user interface.

Availability

Availability of each dedicated interface and payment service user interface should be reported as a percentage of uptime (Column D) and downtime (Column E).

To calculate the availability of each interface, the ASPSP should:

- calculate the percentage uptime as 100% minus the percentage downtime;
- calculate the percentage downtime using the total number of seconds the dedicated interface was down in a 24-hour period starting and ending at midnight;
- count the interface as ‘down’ when five consecutive requests for access to information for the provision of payment initiation services, account information services or confirmation of availability of funds are not replied to within a total timeframe of 30 seconds, irrespective of whether these requests originate from one or multiple PISPs, AISPs or CBPIIs. In such case, the ASPSP should calculate downtime from the moment it has received the first request in the
series of five consecutive requests that were not replied to within 30 seconds, provided that there is no successful request in between those five requests to which a reply has been provided.

**Performance**

Performance should be reported for each interface based on the daily average time in milliseconds.

At column F, ASPSPs should report daily statistics for each payment service user interface on the daily average time (in milliseconds) taken, per request, for the ASPSP to respond to payment service user requests in that interface.

At column G, ASPSPs should report daily statistics for each dedicated interface on the daily average time (in milliseconds) taken, per request, for the ASPSP to provide to the account information service provider (AISP) all the information requested in accordance with article 66(4)(b) of PSD2 and Article 36(1)(b) of the SCA-RTS.

At column H, ASPSPs should report daily statistics for each dedicated interface on the daily average time (in milliseconds) taken, per request, for the ASPSP to provide to the payment initiation service provider (PISP) all the information requested in accordance with article 66(4)(b) of PSD2 and Article 36(1)(a) of the SCA-RTS.

At column I, ASPSPs should report daily statistics for each dedicated interface on the daily average time (in milliseconds) taken, per request, for the ASPSP to provide to the card based payment instrument issuer (CBPII) or to the PISP a ‘yes/no’ confirmation in accordance with article 65(3) of PSD2 and article 36(1)(c) of the SCA-RTS.

At column J, ASPSPs should report daily statistics for each dedicated interface on the daily error response rate as a percentage – calculated as the number of error messages concerning errors attributable to the ASPSP sent by the ASPSP to the PISPs, AISPs and CBPIIs in accordance with article 36(2) of the SCA-RTS per day, divided by the number of requests received by the ASPSP from AISPs, PISPs and CBPIIs in the same day and multiplied by 100.

**Data elements**

**Quarterly statistics on availability and performance of dedicated interfaces**

| 1A – Do you wish to make a nil return? | ASPSPs providing payment accounts accessible online and facilitating access to AISPs, PISPs or CBPIIs via a dedicated interface must submit a return each quarter and should select ‘no’. | ASPSPs providing access via other means other than a dedicated interface are not required to submit a return and should select ‘yes’. |
| 2A – Interface Name/Id | ASPSPs submitting a return should provide the name or ID used within the PSP to identify the interface being reported on. This should indicate whether the interface is a dedicated interface or a payment service user interface. Where relevant, it should be the same ID used when the ASPSP submitted a request for exemption from the contingency mechanism (max 100 characters). |
| 2B – Interface type | Select what type of interface the statistics are being provided for: | • PSU interface • Dedicated interface |
| 2C – Has exemption been granted for dedicated interface? | Select ‘yes’ or ‘no’ indicating if the interface has been exempted under article 33(6) of the SCA RTS. |
| 2D – Uptime (%) | ASPSPs should report the uptime of the interface as a percentage in accordance with the calculation method at GL 2.4(a) EBA Guidelines for each day in the reporting period (up to 92 days where applicable). Percentage figure should be provided to two decimal places. |
### Performance statistics

#### Payment Services User (PSU) interface

**2F – response (milliseconds)**
- Only to be completed if “PSU interface” has been selected at 2B.
- ASPSPs should provide the daily average response time, (in milliseconds expressed as a whole number, e.g. 1.5 seconds is represented as 1500 milliseconds) taken per request, for the ASPSP to respond to requests from payment service user via the payment service user interface.

#### Dedicated interface

**2G – AISP response (milliseconds)**
- Only to be completed if “Dedicated interface” has been selected at 2B.
- ASPSPs should provide the daily average time (in milliseconds expressed as a whole number, e.g. 1.5 seconds is represented as 1500 milliseconds) taken per request, for the ASPSP to provide to the account information service provider (AISP) all the information requested in accordance with article 66(4)(b) of PSD2 and article 36(1)(b) of the SCA RTS.

**2H – PISP response (milliseconds)**
- Only to be completed if “Dedicated interface” has been selected at 2B.
- ASPSPs should provide the daily average time (in milliseconds expressed as a whole number, e.g. 1.5 seconds is represented as 1500 milliseconds) taken per request, for the ASPSP to provide to the payment initiation service provider (PISP) all the information requested in accordance with article 36(1)(a) of the SCA RTS.

**2I – CBPII/PISP yes/no response (milliseconds)**
- Only to be completed if “Dedicated interface” has been selected at 2B.
- ASPSPs should provide the daily average time (in milliseconds expressed as a whole number, e.g. 1.5 seconds is represented as 1500 milliseconds) taken per request, for the ASPSP to provide to the card based payment instrument issuer (CBPII) or to the PISP a ‘yes/no’ confirmation in accordance with article 65(3) of PSD2 and article 36(1)(c) of the RTS.

**2J – Error response rate**
- Only to be completed if “Dedicated interface” has been selected at 2B.
- ASPSPs should provide the daily error response rate – calculated as the number of error messages concerning errors attributable to the ASPSP sent by the ASPSP to the PISPs, AISPs and CBPIIs in accordance with article 36(2) of the RTS per day, divided by the number of requests received by the ASPSP from AISPs, PISPs and CBPIIs in the same day. Percentage figure should be provided to two decimal places.
Directory persons report

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<tr>
<th>(1) Date information reported:</th>
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<td>(3) Passport number, for any</td>
<td>(4) Customer engagement method (on-line, location(s)</td>
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<td>(6) Date of birth</td>
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<td>(11) Last name</td>
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<td>(13) Middle names (if known)</td>
<td>(14) Activities which the Directory person carries on and for which they hold the relevant qualifications</td>
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<td>(15) National Insurance number (NI)</td>
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**Individual Reference Number (IRN)** | [FCA CF] (1) CASS over- | 2. Giving personal

- Passport number, for any
- Customer engagement method
- Date of birth
- First name
- Last name
- Middle names (if known)
- National Insurance number (NI)
- Relevant qualifications
- Activities which the Directory person carries on and for which they hold the relevant qualifications
- [FCA CF] (1) CASS over-
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**Note:**
- FCA 7.4.2G
- FCA 7.4.2R
- FCA 7.4.2Q
- FCA 7.4.2P
- FCA 7.4.2N
- FCA 7.4.2M
- FCA 7.4.2L
- FCA 7.4.2K
- FCA 7.4.2J
- FCA 7.4.2I
- FCA 7.4.2H
- FCA 7.4.2G
- FCA 7.4.2F
- FCA 7.4.2E
- FCA 7.4.2D
- FCA 7.4.2C
- FCA 7.4.2B
- FCA 7.4.2A

**Additional Information:**
- Release 47
- Feb 2020
- www.handbook.fca.org.uk
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### SUP 16: Reporting Requirements

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<td>Customer engagement methods in place (on-line, local telephone(s) or post credit card face to face) for members of any Bishopseveral Directors for each Director and for whom the Directory requires qualifications for which they hold the relevant qualifications to do so</td>
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#### [FCA CF] (7)
- Material risk taker

#### [FCA CF] (8)
- Client dealing

#### [FCA CF] (9)
- Algorithmic trading

#### [PRA]

9. Advising on syndicate participation at Lloyd's

9A. Advising on P2P agreements

10. Broker fund adviser

11. Finance business
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**Customer Engagement Method(s)**

**Release 47**

February 2020

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- Customer engagement methods (on-place evaluation, location, etc.)
- A phone number (post credits)
- A face to face (for members of any business)
- Referenced Dirs
- ship by etc. for any others
- Refer to others
- Voucher or any
- Refer to others
- with whom the customer is
- to customers of the
- which they are required
- to do
- relevant qualifications
- schemes, personal pension schemes or broker funds
- Managing a material risk taker,
- 13. Giving personal recommendations on and dealing in derivatives
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<td>Passport number, for any Director or person who does not have an NI number or for whom a passport number, and not an NI number.</td>
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<td>Customer engagement method(s) used: Reliance on place evidence, local telephone numbers, correspondence for members of any order(s) and the correspondence for members of any order(s).</td>
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<td>Director or person who does not face to face correspondents.</td>
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<td>Activities which the Directory requires to supply to customers face to face correspondents.</td>
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<td>Individual who has been provided with names.</td>
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<td>Sector of firm who is not a certification employee or a SMF manager.</td>
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<td>Sole trader dealing with clients for which they require a 15. Operating a collective investment scheme or undertaking the...</td>
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<td>Passport number, for any Director or person whom a passport number, and not an NI number, has National Reference number (IRN) previously provided number birth of First name (if known) Name Date Date started role ended Relevant qualifications Activities which the Directory person carries on and for which they hold the relevant qualifications</td>
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<td>Qualifi- cation of activities of a trustee or de- posit- ary of a col- lective investment scheme</td>
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<td>Passport number, for any Director or for whom a passport number, and not an NI number</td>
<td>Customer engagement method(s)</td>
<td>Relationship (on-line, local, telephone, postcreds, face to face) for members of any professional body for membership of any professional body</td>
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<td>Individual number, Name or reference in the case of non-NI provided number</td>
<td>Activities which the Directory person carries out and for which they hold the relevant qualifications require a qualification</td>
<td>Customer face to face</td>
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17. Administrative functions in relation to managing investments
18. Administrative functions in relation to managing investments
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<td>Passport number, for any Director, or for whom a passport number, and not an NI number, has previously been (NI) provided number</td>
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<td>Customer engagement methodology, contract(s) administration, telephone (post credit face to de(s)) body for member of any border referred Director by contract for any of any Director for whom the Directory requires a a qualification to effecting or carrying out contracts of insurance which are life policies</td>
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<td>Passport number, for any Director or person who does not have an Ni Number or for whom a passport number, and not an Ni Individual, Ni Reference number, Name, Nationality andsurname Number (IRN) being provided, Date of birth (if known)</td>
<td>Customer engagement method Work (on-site engagement, local telephone(s) or face-to-face contact(s) for member of any bereft Directorship by extent for any ory any Director or person, Director and son extant Director who ory, person, etc. son who with whom customer face to customerface to customers face face</td>
<td>Activities which the Directory person carries on and for which they hold the relevant qualifications</td>
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<td>Activities</td>
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<td>21A. Designing</td>
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### Annex 47AR Reporting requirements

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<tr>
<td>Passport number, for any Director or person who does not have an Ni Number or for whom a passport number, and not an Ni Individual, has a National Reference number, and for which the Directory person carries on and for which they hold the relevant qualifications, only sales of regulated mortgage contracts for a non-business purpose.</td>
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<td>Customer engagement method(ons)</td>
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<td>On-place evidence, location, telephone number(post credentials)</td>
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**22.** Designing scripted questions for execution—only sales of

**22.** Designing scripted questions for execution—only sales of
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<td>provided</td>
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<td>qualifications</td>
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<td>Date</td>
<td>Date</td>
<td>Relevant</td>
<td>qualifications</td>
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</tr>
</tbody>
</table>

Activities which the Directory person carries on and for which they hold the relevant qualifications.

23. Overseeing execution only sales on a day-to-day basis in relation to equity release transactions.

equity release transactions.
Guidance notes for Directory persons report in SUP 16 Annex 47AR

1. In (1), the *firm* must specify the date on which the information being submitted about the particular *Directory person* is reported to the *FCA*.

2. In (2), the *firm* must confirm that the information being reported in respect of the particular *Directory person* is accurate and complete. Each *firm* is responsible for ensuring that any information reported about a *Directory person* is accurate and complete.

   Even if the *firm* believes or knows that information has been provided to the *FCA* before (whether as part of another notification or otherwise) or is in the public domain, it should be disclosed clearly and fully as part of this report.

   It is a criminal offence, knowingly or recklessly, to give the *FCA* and/or *PRA* information that is materially false, misleading or deceptive (see sections 398 and 400 Financial Services and Markets Act).

   The *FCA* will not verify the information about *Directory persons* which is reported by the *firm*. If a *firm* becomes aware of any inaccuracies or errors in the information reported about a *Directory person* it must rectify that information as soon as possible in accordance with applicable *data protection legislation*.

   The *firm* should be aware that, while advice may be sought from a third party (e.g. legal advice), the *firm* has responsibility for the accuracy of information, as well as the disclosure of relevant information in the report. For *certification employees*, the Senior Manager with responsibility for certification (PRb) is accountable for the accuracy of the information submitted in this report.

3. It is only necessary to report a *Directory person’s* individual reference number (IRN) in (3) if the *person* has one.

4. The information in (4), (5) and (6) will be used to cross-check the identity of the *Directory person* against other information held by the *FCA*. It will not be published on the *Directory*. It is only necessary to report a *Directory person’s* passport number in (4) where:

   (a) the *Directory person* does not hold an NI number; or

   (b) the *firm* has previously provided us with a passport number, and not an NI number, for a *Directory Person*. This is to enable the *Directory person’s* records to be correctly matched.

5. In (10) and (11), for each role which the *Directory person* performs, specify the dates when the individual starts and stops performing the role.

6. In (12), the *firm* should specify every role performed by the *Directory person*:

   (a) For a *certification employee* this will be the particular *certification function* or functions which the individual has been assessed as being fit and proper to perform and performing for which the employee has a certificate at the time of the report.

   (b) For a *non-SMF director Directory person* this will be “Director of firm who is not a certification employee or a SMF manager”.

   (c) For a *sole trader Directory person*, this will be “Sole trader dealing with clients for which they require a qualification”.

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(d) In respect of an appointed representative Directory person, this will be “Appointed representative dealing with clients for which they require a qualification”.

7. Although a firm does not need to issue multiple certificates for any employee who performs several different certification functions (see SYSC 27.2.14G(6)), in (12) the firm must select all relevant certification functions which are performed by the individual (both FCA certification functions and PRA certification functions).

8. In (13) select all the relevant qualifications (see TC App 1.1 (Activities and Products/Sectors to which TC applies subject to Appendices 2 and 3)) which the Directory person requires and holds so as to carry on the role that they perform.

9. For example, if the Directory person is an appointed representative who holds the necessary qualifications to be able to advise on investments and advise on regulated mortgage contracts but has been appointed by the firm only to advise on regulated mortgage contracts, the firm should select only “20. Advising or arranging (bringing about) regulated mortgage contracts for a non-business purpose”.

10. In relation to (14), the engagement methods (online, telephone, face to face) offered by a Directory person only need to be reported where the Directory person deals with customers and requires a qualification under TC App 1.1 to do so.

11. In relation to (15), workplace location (post code) only needs to be reported where the Directory person offers face to face engagement and requires a qualification under TC App 1.1 to do so. The FCA will use the post code provided to publish a Directory person’s workplace location at town or city level, the post code itself will not be published on the Directory. Where a firm has reason to believe that making public a Directory person’s workplace location would put them at risk, that firm may not report the information required in (15) or may provide the post code for its head office.

12. In relation to (16), “relevant accredited body membership” is membership of any of the following professional bodies: CFA Society of the UK; The Chartered Institute for Securities and Investment (CISI); The Chartered Banker Institute (CBI); The Chartered Insurance Institute (CII); The London Institute of Banking and Finance (LIBF); and The Pensions Management Institute. Relevant accredited body membership only needs to be reported where the Directory person deals with customers and requires a qualification under TC App 1.1 to do so.