Chapter 16

Reporting requirements
16.1 Application

16.1.1 R This chapter applies to every firm 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) and (3), the only category of firm to which no section of this chapter applies is an ICVC.

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

(3) **SUP 16.27** (General insurance value measures reporting) applies to the type of firms listed in **SUP 16.1.3R**.

In **SUP 16.1** a reference to Gibraltar-based firm in relation to **SUP 16.27** (General insurance value measures reporting) has the same meaning as in the **Gibraltar Order**.

### Application of different sections of SUP 16 (excluding SUP 16.13, SUP 16.15, SUP 16.22 and SUP 16.26)

<table>
<thead>
<tr>
<th>(1) Section</th>
<th>(2) Categories of firm to which section applies</th>
<th>(3) Applicable rules and guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUP 16.1, 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>[deleted]</td>
<td></td>
</tr>
<tr>
<td>(c)</td>
<td>[deleted]</td>
<td></td>
</tr>
<tr>
<td>SUP 16.4 and SUP 16.5</td>
<td>All categories of firm except:</td>
<td>Entire sections</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>[deleted]</td>
<td></td>
</tr>
<tr>
<td>(c)</td>
<td>[deleted]</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>[deleted]</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>
</tbody>
</table>
### Section 16.1 : Application 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>(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>(jc)</td>
<td>a firm with permission to carry on only funeral plan distribution;</td>
<td></td>
</tr>
<tr>
<td>(k)</td>
<td>a firm falling within a combination of (i), (ia), (j), (ja), (jb) and (jc).</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>
</tbody>
</table>

SUP Bank

SUP 16.6.4 R to SUP 16.6.5 R
<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 16.6.6R to SUP 16.6.11R</td>
<td>Depositary of an authorised fund</td>
<td></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>SUP 16.10</td>
<td>All categories of firm except:</td>
<td>Entire section</td>
</tr>
<tr>
<td>(a)</td>
<td>an ICVC; and</td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td>[deleted]</td>
<td></td>
</tr>
<tr>
<td>(c)</td>
<td>[deleted]</td>
<td></td>
</tr>
<tr>
<td>(d)</td>
<td>a dormant asset fund operator.</td>
<td></td>
</tr>
<tr>
<td>SUP 16.11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1)</td>
<td>A firm, other than a managing agent, which is:</td>
<td></td>
</tr>
<tr>
<td>(a)</td>
<td>a home finance provider; or</td>
<td>Entire section</td>
</tr>
<tr>
<td>(b)</td>
<td>an insurer; or</td>
<td>Entire section</td>
</tr>
<tr>
<td>(c)</td>
<td>the operator of a regulated collective investment scheme or an investment trust savings scheme; or</td>
<td>Entire section</td>
</tr>
<tr>
<td>(d)</td>
<td>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>(e)</td>
<td>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>(2)</td>
<td>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>[deleted]</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### SUP 16 : Reporting
### Section 16.1 : Application

<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>
</table>
| SUP 16.23      | A firm subject to the Money Laundering Regula-
|                | tions and within the scope of SUP 16.23.1R   | Entire Section                   |
| SUP 16.23A     | A firm undertaking the regulated activities   | Entire section                   |
|                | in SUP 16.23A.1R                              |                                  |
| SUP 16.24      | A firm with permission to effect or carry out | Entire Section                   |
|                | contracts of insurance in relation to life and |
|                | annuity contracts of insurance to the extent   |                                  |
|                | that the firm and its business falls within    |                                  |
|                | the scope of SUP 16.24.1R.                    |                                  |
| SUP 16.25      | A firm with permission to carry on regulated  | Entire section                   |
|                | claims management activities.                 |                                  |
| SUP 16.27      | A firm which, in respect of general insurance  | Entire section                   |
|                | contracts, is:                                |                                  |
|                | (a) an insurer;                              |                                  |
|                | (b) a                                         |                                  |
|                | (i) TP firm which has temporary permission; or|                                  |
|                | (ii) a Gibraltar-based firm, treated as      |                                  |
|                | having permission,                           |                                  |
|                | to effect contract of insurance including     |                                  |
|                | those providing services from an establishment |
|                | outside the UK with a customer in the UK;    |                                  |
|                | (c) a managing agent; or                     |                                  |
|                | (d) an insurance intermediary,               |                                  |
| SUP 16.28      | A firm which, in respect of general insurance  | Entire section                   |
|                | contracts, is:                               |                                  |
|                | (1) an insurer;                              |                                  |
|                | (2) a managing agent;                        |                                  |
|                | (3) an insurance intermediary;               |                                  |
|                | (4) a TP firm; or                            |                                  |
|                | (5) a Gibraltar-based firm that is not a TP  |                                  |
|                | firm.                                        |                                  |
|                | to the extent that the firm and its business  |                                  |
|                | falls within the scope of SUP 16.28.8R.      |                                  |

**Note 1** [deleted]

*Note 2* The application of SUP 16.13 is set out under SUP 16.13.1 G; the application of SUP 16.15 is set out under SUP 16.15.1 G; the application of SUP 16.16 is set out SUP 16.16.1 R and SUP 16.16.2 R the application of SUP 16.17 is set out in SUP 16.17.3 R and SUP 16.17.4 R; and the application of SUP 16.26 is set out in SUP 16.26.1R.
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.

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.

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; and
(d) [deleted]
(e) the regulated activities the firm undertakes.

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

16.2.1

(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.

(4) The purpose of ■ SUP 16.28 is to provide the FCA with relevant data that it can use to help to:

(a) assess firms’ compliance with the home insurance and motor insurance pricing rules in ■ ICOBS 6B;

(b) identify potential harm affecting consumers; and

(c) monitor the effects of the pricing rules in ■ ICOBS 6B on the market for home insurance, motor insurance and related additional products.

16.2.1A [deleted]
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 an ICVC.

16.3.1A The effect of SUP 16.1.1R is that this section applies to a TP firm and Gibraltar-based firm of a type listed in SUP 16.1.3R, as a firm to which SUP 16.27 applies.

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. [deleted];
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);

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

(22) value measures data reporting (SUP 16.27); and

(23) Home insurance and motor insurance pricing reporting (SUP 16.28).

16.3.3 The annual controllers, annual close links and persistency 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** A written report must be delivered to the FCA by one of the methods listed in SUP 16.3.9 R.

**16.3.9** 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. <strong>Post</strong> 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** (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 A *firm* must submit reports required under this chapter to the *FCA* containing all the information required.

16.3.12 **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 (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 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 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 G 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.
Service of Notices Regulations

16.3.22 Service of Notices Regulations. 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 Confidentiality and sharing of information. 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 Confidentiality and sharing of information. 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). Also, some value measures data in SUP 16.27 is used by the FCA to create published guidance. This public disclosure is to assist the FCA to discharge its public functions.

Reports from groups

16.3.25 Reports from groups. 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).
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.
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
(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**

16.4.5 R

(1) [deleted]

(2) [deleted]

(3) [deleted]

(4) [deleted]

(4A) [deleted]

(4B) [deleted]

(5) [deleted]

(6) A firm must submit annually by electronic means to the FCA the Controllers Report which contains the information specified in the form in SUP 16 Annex 37A, within four months of the firm’s accounting reference date.

16.4.6 G [deleted]

16.4.7 G 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.

16.4.8 G [deleted]

16.4.9 G 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.

**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 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 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 the United Kingdom, whether those foreign provisions, or any deficiency in their enforcement, would prevent the appropriate regulator’s effective supervision of the firm.

16.5.3 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 (1) [deleted]

(2) [deleted]
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.

16.5.6 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.

16.5.8 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 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 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 16.6.11 R</td>
</tr>
</tbody>
</table>

Purpose

16.6.3 [deleted]

16.6.3A 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 [deleted]

Banks

16.6.4 A bank must submit compliance reports to the FCA.

16.6.5 Compliance reports from a bank (see SUP 16.6.4 R)

<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>
Depositaries of authorised funds

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

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.

(1) [deleted]

(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]
16.6.10  

(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  

(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. [deleted]
2. [deleted]
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.
### 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

**16.7A.5**

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>RAG</th>
<th>Firm type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>UK bank</strong></td>
</tr>
<tr>
<td>3</td>
<td><strong>MIFIDPRU investment firm</strong></td>
</tr>
<tr>
<td>4</td>
<td><strong>MIFIDPRU investment firm</strong></td>
</tr>
<tr>
<td>7</td>
<td><strong>MIFIDPRU investment firm</strong></td>
</tr>
</tbody>
</table>

16.7A.6 R 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-UK 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:
Section 16.8: Persistency reports from insurers and data reports on stakeholder pensions

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

16.8.4 Interpretation of this section

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

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 16.8.8R to SUP 16.8.15R);

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 16.8.3R (2) (b), the relevant 12 month period (see SUP 16.8.16R to SUP 16.8.18R);

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 16.8.19R to SUP 16.8.21R;

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 16.8.11R (2);

11. 'ordinary assurance policy' means a life policy which is not an industrial assurance policy;

(i) has an accounting reference date other than 31 December; or
(ii) undertakes industrial assurance policy business.
(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: \(\frac{CF \times 100}{CC}\) (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 **Firms** are reminded that annuity contracts other than deferred annuity
contracts are not within the definition of ‘life policy’.

16.8.7 **[deleted]**

16.8.8 **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 **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:
   - 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
   - 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:
   - 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;
   - [deleted]

4. in the case of a single premium stakeholder pension:
   - for a report required by SUP 16.8.3 R (2)(a), the contract has not been surrendered as at the contract anniversary.
   - [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]
A persistency report on life policies and stakeholder pensions must be in the format of SUP 16 Annex 6R.

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.

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.

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.
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 asset 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:
(a) the appropriate form set out in SUP 15 Ann 3 and in accordance with SUP 16.10.4AR; or

where the relevant details relate to an appointed representative of the firm:

(i) the form in SUP 12 Ann 3 (Appointed representative appointment) if the appointed representative is not included on the Financial Services Register;

(ii) the form in SUP 12 Ann 4 (Appointed representative or tied agent – change details) if the details about an appointed representative on the Financial Services Register are incorrect; or

(iii) the form in SUP 12 Ann 5 (Appointed representative termination) if a relationship with an appointed representative has been terminated but this is not reflected on the Financial Services Register, in accordance with the applicable rules in SUP 12.7 (Notification and reporting requirements) or SUP 12.8 (Termination of a relationship with an appointed representative or FCA registered tied agent).

set out in SUP 15 Ann 3 and in accordance with SUP 16.10.4A R.

(1) A firm must submit any corrected firm details under SUP 16.10.4R(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.

Frequency and timing of reports: confirming that firm details remain accurate

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

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

16.10.7  [deleted]
16.11 Product Sales Data Reporting

Application

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:
   (a) to the firm (“A”) which entered into the regulated mortgage contract; or
   (b) where the right of the lender to receive payments under the regulated mortgage contract has passed to another person (“B”) by legal or equitable assignment or by operation of law:
      (i) where B is a firm with permission for administering a regulated mortgage contract, firm B (and it is immaterial for this purpose whether B makes arrangements for A or another person to administer the mortgage or to exercise the lender’s rights under it); or
      (ii) where B is not a firm with permission for administering a regulated mortgage contract and B enters into an agreement with a firm (“C”) to administer the contract, firm C (it is immaterial for this purpose whether firm C is firm A, or whether firm C enters into an arrangement with another
person to outsource or delegate the performance of some of those administration activities).

Where a regulated mortgage contract has been sold or securitised, the firm responsible for the performance data report should be the ‘principal administrator’ submitting the MLAR (see section G of SUP 16 Annex 19AR and the guidance notes on section G in SUP 16 Annex 19BG).

**Purpose**

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 16.11.1 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.

3. Certain of the information is required under PRA rules: see SUP 16.11.7R(2) to (5). This information is collected by the FCA for the PRA, but the PRA allows the FCA to retain the information for the FCA’s purposes.

**Reporting requirement**

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.
(3B) A firm must submit a nil return in respect of performance data reports if it does not own any rights of a lender under a regulated mortgage contract, and only carries on the regulated activity of administering a regulated mortgage contract for firms which are themselves obliged to submit performance data reports under SUP 16.11.1R(2).

(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.

(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**

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 (including further advances (see SUP 16.11.7R(3)) and internal product transfers and internal remortgages, irrespective of whether there is a new mortgage contract);

(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.

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

Guidance on the type of products covered by SUP 16.11.5 R is contained in SUP 16 Annex 20G.
16.11.7  
(1) A data report must comply with the provisions of SUP 16 Annex 21R.

(2) But (3) to (5) apply where a firm which is required to submit a sales data report under SUP 16.11.3R(1)(a) is a PRA-authorised person which is also required to submit information to the FCA under chapter 23 (regulatory mortgage contract reporting) of the PRA’s Regulatory Reporting rules.

(3) Where the sales data report relates to a further advance, SUP 16.11.3R(1)(a) and SUP 16 Annex 21R apply to the firm only in relation to the format in which the data elements in the report are to be submitted to the FCA.

(4) Where the sales data report does not relate to a further advance, SUP 16.11.3R(1)(a) and SUP 16 Annex 21R apply to the firm in respect of the data elements listed in (5) only in relation to the format in which the data elements are to be submitted to the FCA.

(5) The data elements are:
   (a) the total amount owed by the borrower to the firm and secured on the property immediately prior to the new borrowing;
   (b) for a second charge regulated mortgage contract, the total amount owed by the borrower to third parties secured on the property;
   (c) rate to which stress test applied; and
   (d) contractual reversion rate.

16.11.8  
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  
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  
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  
A firm must provide a data report to the FCA electronically in a standard format provided by the FCA.
16.11.10 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 21 R) have been completed correctly and the report has been accepted by the relevant FCA reporting system.

Use of reporting agents

16.11.11 (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) [deleted]

(1A) [deleted]

(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 (1) Principle 4 requires firms to maintain adequate financial resources. The prudential sourcebooks, which are contained in the Prudential Standards block in the Handbook, 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.
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 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 (except the funeral plan provision activities); and

(c) those data items specified as “No standard format”, where SUP 16.3.6 to SUP 16.3.10 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.
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

<table>
<thead>
<tr>
<th>(1)</th>
<th>(2)</th>
<th>(3)</th>
<th>(4)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provisions containing:</strong></td>
<td>applicable data items</td>
<td>reporting frequency/period</td>
<td>due date</td>
</tr>
<tr>
<td><strong>RAG number</strong></td>
<td><strong>Regulated Activities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RAG 1</td>
<td><em>accepting deposits</em></td>
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<tr>
<td></td>
<td><em>meeting of repayment claims</em></td>
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<td></td>
<td><em>managing dormant asset funds (including the investment of such funds)</em></td>
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<tr>
<td>RAG 2.1</td>
<td><em>effecting contracts of insurance</em></td>
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<td><em>carrying out contracts of insurance</em></td>
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<tr>
<td></td>
<td><em>entering as provider into a funeral plan contract</em></td>
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<tr>
<td></td>
<td><em>carrying out a funeral plan contract as provider</em></td>
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</tbody>
</table>

**RAG 1 firms** should complete their prudential reporting requirements as set out in the **PRA Rulebook**.

**RAG 2.1 firms** should complete their prudential reporting requirements as set out in the **PRA Rulebook except firms carrying out funeral plan provision activities in relation to which SUP 16.12.8AR applies**.

**RAG 2.2**

- *managing the underwriting capacity of a Lloyds syn-


**RAG 2.2**

- *managing the underwriting capacity of a Lloyds syn-

### SUP 16.12: Reporting

#### Integrated Regulatory Reporting

<table>
<thead>
<tr>
<th>RAG number</th>
<th>Regulated Activities</th>
<th>Provisions containing:</th>
<th>applicable data items</th>
<th>reporting frequency/period</th>
<th>due date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• dealing in investments as agent</td>
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<td></td>
<td>• advising on investments (except P2P agreements) (excluding retail investment activities)</td>
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<td></td>
<td>• arranging (bringing about) deals in investments (excluding retail investment activities)</td>
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<td>• advising on P2P agreements (when carried on exclusively with or for</td>
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</table>

- Reporting as a managing agent at Lloyds
  - advising on syndicate participation at Lloyds
  - arranging deals in contracts of insurance written at Lloyds

- Dealing in investments as principal
  - dealing in investments as agent
  - advising on investments (except P2P agreements) (excluding retail investment activities)
  - arranging (bringing about) deals in investments (excluding retail investment activities)
  - advising on P2P agreements (when carried on exclusively with or for
### SUP 16 : Reporting

### Section 16.12 : Integrated Regulatory Reporting

<table>
<thead>
<tr>
<th>RAG number</th>
<th>Regulated Activities</th>
<th>Provisions containing: applicable data items</th>
<th>reporting frequency/period</th>
<th>due date</th>
</tr>
</thead>
<tbody>
<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 UK 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 SUP 16.12.16 R SUP 16.12.17 R</td>
<td>SUP 16.12.14 R SUP 16.12.14 R SUP 16.12.14 R</td>
<td><strong>RAG 5</strong></td>
</tr>
<tr>
<td>RAG number</td>
<td>Regulated Activities</td>
<td>Provisions containing:</td>
<td>applicable data items</td>
<td>reporting frequency/period</td>
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<tr>
<td>RAG 6</td>
<td>lender or provider does not require permission to enter into the transaction</td>
<td>SUP 16.12.19A R SUP 16.12.20 R SUP 16.12.21 R</td>
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<td></td>
<td>• safeguarding and administration of assets (without arranging)</td>
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<tr>
<td></td>
<td>• arranging safeguarding and administration of assets</td>
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<td></td>
<td>• acting as trustee or depositary of an AIF</td>
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<td></td>
<td>• acting as trustee or depositary of a UK UCITS</td>
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<tr>
<td></td>
<td>• advising on P2P agreements (except when carried on exclusively with or for professional clients)</td>
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<tr>
<td></td>
<td>• advising on pensions transfers &amp; opt-outs</td>
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</tr>
<tr>
<td></td>
<td>• arranging (bringing about deals) in retail investments</td>
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</tbody>
</table>
### SUP 16 : Reporting

Section 16.12 : Integrated Regulatory Reporting

<table>
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<th>RAG number</th>
<th>Regulated Activities</th>
<th>Provisions containing:</th>
<th>applicable data items</th>
<th>reporting frequency/period</th>
<th>due date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>to transactions in investments</td>
<td>SUP 16.12.28A</td>
<td>SUP 16.12.28A</td>
<td>SUP 16.12.28A</td>
<td></td>
</tr>
</tbody>
</table>

**16.12.4B [deleted]**

**Investment firm group reporting**

**16.12.4C [deleted]**

MIFIDPRU 9 contains reporting requirements for:

1. UK parent entities of investment firm groups that are subject to consolidation under MIFIDPRU 2.5; and

2. parent undertakings that are subject to the group capital test.

The reporting requirements apply even if the UK parent entity or parent undertaking is not an authorised person.

**16.12.5 [deleted]**
### Regulated Activity Group 2.1

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>Funeral plan conduct return</td>
<td>FPR001</td>
<td>Quarterly (note 2)</td>
<td>15 business days after the quarter end</td>
</tr>
<tr>
<td>Funeral plan financials return: providers</td>
<td>FPR003a</td>
<td>Half yearly (note 3)</td>
<td>80 business days after the half year end</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 50A. Guidance notes for the completion of the data items are set out in SUP 16 Annex 50B.

Note 2: 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. Quarters end on 31 March, 30 June, 30 September and 31 December.

Note 3: 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. The relevant half year periods end on 30 June and 31 December.

### 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</th>
<th>Description of data item</th>
<th>Frequency</th>
<th>Submission deadline</th>
</tr>
</thead>
</table>
### SUP 16 : Reporting requirements

**Section 16.12 : Integrated Regulatory requirements**

**Reporting**

<table>
<thead>
<tr>
<th>Member’s adviser</th>
<th>the Society (note 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Lloyd’s return</td>
<td>Annually 6 months after the Society’s accounting reference date</td>
</tr>
<tr>
<td>Syndicate accounts and reports (note 2)</td>
<td>Annually 6 months after the Society’s accounting reference date</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quarterly reporting statement</th>
<th>Quarterly</th>
<th>15 business days after the quarter end</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Balance Sheet</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA001 (note 20) or FSA029</td>
<td>Quarterly or half yearly</td>
<td>(note 14)</td>
</tr>
<tr>
<td><strong>Income Statement</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA002 (note 20) or FSA030</td>
<td>Quarterly (note 14)</td>
<td>(note 14)</td>
</tr>
<tr>
<td><strong>Capital Adequacy</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA003 (notes 4, 20) or FSA033 (note 12) or FSA034 (note 13) or FSA035 (note 13)</td>
<td>Monthly, quarterly or half yearly (note 14)</td>
<td>(note 14)</td>
</tr>
<tr>
<td><strong>Credit Risk</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA004 (notes 5, 20)</td>
<td>Quarterly or half yearly (note 14)</td>
<td>(note 14)</td>
</tr>
<tr>
<td><strong>Market Risk</strong></td>
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<tr>
<td>FSA005 (notes 6, 20)</td>
<td>Quarterly or half yearly (note 14)</td>
<td>(note 14)</td>
</tr>
</tbody>
</table>
### Large Exposures

<table>
<thead>
<tr>
<th>Member's adviser</th>
<th>the Society (note 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FSA008 Quarterly 20 business days (note 19)</td>
<td></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.

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 6** 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 7** [deleted]

**Note 8** [deleted]

**Note 9** [deleted]
### Member's adviser | the Society (note 1)
--- | ---
Note 10 | [deleted]
Note 11 | [deleted]
Note 12 | FSA033 is only applicable to firms subject to IPRU(INV) 3.
Note 13 | Only applicable to firms subject to IPRU(INV) 5. 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 14 | All UK consolidation group reports report half yearly on 45 business days submission. All other firms report monthly on 20 business days submission.
Note 15 | [deleted]
Note 16 | [deleted]
Note 17 | [deleted]
Note 18 | [deleted]
Note 19 | UK consolidation group reports have 45 business days submission.
Note 20 | Firms that are members of a UK consolidation group are also required to submit FSA001, FSA002, FSA003, FSA004, FSA005 and FSA008 on a UK consolidation group basis.
Note 21 | [deleted]

### 16.12.9A

A member’s adviser that is also a MIFIDPRU investment firm will also fall under one of the higher number RAGs that apply to MIFIDPRU 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

#### 16.12.10

(1) SUP 16.12.11 R to SUP 16.12.13 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;

(d) a service company.

(2) A PRA 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.

(3) A PRA service company must submit a copy of its annual audited financial statements within 6 months from its accounting reference date. However, the firm need only submit this if the report was audited as a result of a statutory provision other than the Act.
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><strong>Firms’ prudential category and applicable data items (note 1)</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>MIFIDPRU investment firms</strong></td>
<td><strong>IPRU(INV) Chapter 3</strong></td>
</tr>
<tr>
<td>Solvency statement</td>
<td>No standard format (note 4)</td>
<td>No standard format (note 6)</td>
</tr>
<tr>
<td>Balance sheet</td>
<td>FSA029 (note 2)</td>
<td>FSA029 (note 5)</td>
</tr>
<tr>
<td>Income statement</td>
<td>FSA030 (note 2)</td>
<td>FSA030 (note 5)</td>
</tr>
<tr>
<td>Capital adequacy</td>
<td>MIF001 (note 2 and 3)</td>
<td>FSA033 (note 5)</td>
</tr>
<tr>
<td></td>
<td>FIN067 (note 13)</td>
<td></td>
</tr>
<tr>
<td>Supplementary capital data for collective portfolio management investment firms</td>
<td>MIF007 (note 3)</td>
<td></td>
</tr>
<tr>
<td>ICARA assessment questionnaires</td>
<td>MIF007 (note 3)</td>
<td></td>
</tr>
<tr>
<td>Threshold conditions</td>
<td>FSA039</td>
<td>FSA039</td>
</tr>
<tr>
<td>Client money and client assets</td>
<td>FSA040 (note 8)</td>
<td>FSA040 (note 8)</td>
</tr>
<tr>
<td>CFTC</td>
<td>MIF002 (notes 2, 3 and 10)</td>
<td>MIF002 (note 8)</td>
</tr>
<tr>
<td>Liquidity</td>
<td>MIF003 (notes 2 and 3)</td>
<td>MIF003 (note 2 and 3)</td>
</tr>
<tr>
<td>Metrics reporting</td>
<td>MIF004 (notes 2, 3 and 11)</td>
<td>MIF004 (note 8)</td>
</tr>
<tr>
<td>Concentration risk (non-K-CON)</td>
<td>MIF005</td>
<td></td>
</tr>
<tr>
<td>Description of data item</td>
<td>Firms’ prudential category and applicable data items (note 1)</td>
<td></td>
</tr>
<tr>
<td>--------------------------</td>
<td>-----------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MIFIDPRU investment firms</td>
<td>Firms other than MIFIDPRU investment firms</td>
</tr>
<tr>
<td></td>
<td>IPRU(INV) Chapter 3</td>
<td>IPRU(INV) Chapter 5</td>
</tr>
<tr>
<td></td>
<td>MIF006 (notes 3 and 12)</td>
<td>MLA-M (note 9)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 1</td>
<td>All firms (except MIFIDPRU investment firms in relation to items reported under MIFIDPRU 9) must, when submitting the completed data item required, use the format of the data item set out in SUP 16 Annex 24R. Guidance notes for completion of the data items are contained in SUP 16 Annex 25G.</td>
<td></td>
</tr>
<tr>
<td>Note 2</td>
<td>A UK parent entity of an investment firm group to which consolidation applies under MIFIDPRU 2.5 must also submit this report on the basis of the consolidated situation.</td>
<td></td>
</tr>
<tr>
<td>Note 3</td>
<td>Data items MIF001 – MIF007 must be reported in accordance with the rules in MIFIDPRU 9.</td>
<td></td>
</tr>
<tr>
<td>Note 4</td>
<td>Only applicable to a firm that is a sole trader or partnership. Where the firm is a partnership, this report must be submitted by each partner.</td>
<td></td>
</tr>
<tr>
<td>Note 5</td>
<td>Except if the firm is an adviser (as referred to in IPRU-IN 3-60(4)R).</td>
<td></td>
</tr>
<tr>
<td>Note 6</td>
<td>Only required in the case of an adviser (as referred to in IPRU-IN 3-60(4)R) that is a sole trader.</td>
<td></td>
</tr>
<tr>
<td>Note 7</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Note 8</td>
<td>Only applicable to firms granted a Part 30 exemption order and operating an arrangement to cover forward profits on the London Metals Exchange.</td>
<td></td>
</tr>
<tr>
<td>Note 9</td>
<td>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 the firm’s Part 4A permission was and remains subject to a restriction preventing it from undertaking new home financing or home finance administration connected to regulated mortgage contracts.</td>
<td></td>
</tr>
<tr>
<td>Note 10</td>
<td>Does not apply to an SNI MIFIDPRU investment firm which has been granted an exemption from the liquidity requirements in MIFIDPRU 6.</td>
<td></td>
</tr>
<tr>
<td>Note 11</td>
<td>Only applicable to a non-SNI MIFIDPRU investment firm.</td>
<td></td>
</tr>
<tr>
<td>Note 12</td>
<td>Only applicable to a parent undertaking to which the group capital test applies.</td>
<td></td>
</tr>
</tbody>
</table>
16.12.11B

The applicable reporting frequencies for data items referred to in Section 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>Non-SNI MIFIDPRU investment firm</th>
<th>SNI MIFIDPRU investment firm</th>
<th>Investment firm group</th>
<th>Firm other than a MIFIDPRU investment firm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solvency statement</td>
<td>Annually</td>
<td>Annually</td>
<td></td>
<td>Annually</td>
</tr>
<tr>
<td>FSA029</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA030</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>[deleted]</td>
<td>[deleted]</td>
<td>[deleted]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA033</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td></td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA034</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA035</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA039</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td></td>
<td>Half yearly</td>
</tr>
<tr>
<td>FSA040</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td></td>
<td>Quarterly</td>
</tr>
<tr>
<td>FIN067</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(note 3)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>FIN071</td>
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<td>MIF001</td>
<td>Quarterly</td>
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<td>Quarterly</td>
</tr>
<tr>
<td></td>
<td>(note 3)</td>
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<td></td>
</tr>
<tr>
<td>MIF002</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(note 3)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Data item | Non-SNI MIF-IDPRU investment firm | SNI MIFIDPRU investment firm | Investment firm group | Firm other than a MIFID-PRU investment firm
---|---|---|---|---
MIF003 | Quarterly (note 3) | Quarterly | Quarterly | Quarterly (note 3)
MIF004 | Quarterly (note 3) | Quarterly | Quarterly | Quarterly (note 3)
MIF005 | Quarterly | Quarterly | Quarterly | Quarterly
MIF006 | Quarterly (note 3) | Quarterly | Quarterly | Quarterly (note 3)
MIF007 | Annually (note 4) | Annually | Annually | Annually (note 4)
Section A | RMAR | Half yearly (note 1) | Quarterly (note 2)
Section B | RMAR | Half yearly (note 1) | Quarterly (note 2)
Section C | RMAR | Half yearly (note 1) | Quarterly (note 2)
Section D1 | RMAR | Half yearly (note 1) | Quarterly (note 2)
Section F | RMAR MLA-M | Quarterly | Quarterly | Quarterly

**Note 1**
Annual regulated business revenue up to and including £5 million.

**Note 2**
Annual regulated business revenue over £5 million.

**Note 3**
Reporting frequencies and reporting periods for this data item are calculated on a calendar year basis and not by reference to the firm’s accounting reference date. The relevant quarters end on the last business day of March, June, September and December.

**Note 4**
The reporting period for MIF007 is determined by the date on which the firm reviews its ICARA process under MIFID-PRU 7.8.2R and the submission date that applies under MIFID-PRU 7.8.4R.
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.

<table>
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<th>Data item</th>
<th>Quarterly</th>
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<th>Annual</th>
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<td></td>
<td>(note 1)</td>
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</tr>
<tr>
<td></td>
<td>30 business days</td>
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<td>FSA030</td>
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<td></td>
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<td></td>
</tr>
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</tr>
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<td>FSA034</td>
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</tr>
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<td>FSA035</td>
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<td>FSA039</td>
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<td></td>
</tr>
<tr>
<td>FSA040</td>
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<td></td>
</tr>
<tr>
<td>FIN071</td>
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<td></td>
</tr>
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<td>MIF001</td>
<td>20 business days</td>
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</tr>
<tr>
<td></td>
<td>(note 1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>30 business days</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>(note 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF002</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(note 1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>30 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(note 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF003</td>
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<tr>
<td></td>
<td>(note 1)</td>
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<td>(note 2)</td>
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<td>MIF004</td>
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<td>(note 1)</td>
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<td></td>
<td>30 business days</td>
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<tr>
<td>Data item</td>
<td>Quarterly (note 2)</td>
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<td>Annual</td>
</tr>
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<td>MIF005</td>
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<td>(note 1)</td>
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<td></td>
<td>30 business days</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>(note 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF006</td>
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<td></td>
</tr>
<tr>
<td>MIF007</td>
<td>The submission date that applies under MIFIDPRU 7.8.4R</td>
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<td>Section A RMAR</td>
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<td>Section B RMAR</td>
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<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Section C RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Section D1 RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Section F RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
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</tr>
<tr>
<td>MLA-M</td>
<td>20 business days</td>
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</table>

Note 1 For reports relating to the position of an individual firm.

Note 2 For reports relating to the consolidated situation of an investment firm group.

16.12.13A [deleted]

Regulated Activity Group 4

16.12.14 [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)

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>MIFID-PRU investment firms</th>
<th>Firms other than MIFIDPRU investment firms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solvency statement (note 2)</td>
<td>No standard format</td>
<td>No standard format</td>
</tr>
<tr>
<td>Balance sheet</td>
<td>FSA029 (note 3)</td>
<td>FSA029</td>
</tr>
<tr>
<td>Income statement</td>
<td>FSA030 (note 3)</td>
<td>FSA030</td>
</tr>
<tr>
<td>Capital adequacy</td>
<td>MIF001 (note 3 and 4)</td>
<td>MIF033</td>
</tr>
<tr>
<td>ICARA assessment questionnaire</td>
<td>MIF007 (note 4)</td>
<td></td>
</tr>
<tr>
<td>Supplementary capital data for collective portfolio management invest</td>
<td>FIN067 (note 9)</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>IPRU(INV)</th>
<th>IPRU(INV)</th>
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</thead>
<tbody>
<tr>
<td>Firms other than MIFIDPRU investment firms</td>
<td></td>
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</tr>
<tr>
<td>Chapter 11 (collective portfolio management firms only)</td>
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<td></td>
<td></td>
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<tr>
<td>Firms</td>
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<td>IPRU(INV)</td>
<td>IPRU(INV)</td>
<td>IPRU(INV)</td>
</tr>
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<tr>
<td>Chapter 5</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(collected volume and types of business)</td>
<td>FSA038</td>
<td>FSA038</td>
<td>FSA038</td>
<td>FSA038</td>
</tr>
<tr>
<td>Client money and client assets</td>
<td>FSA039</td>
<td>FSA039</td>
<td>FSA039</td>
<td>FSA039</td>
</tr>
<tr>
<td>Liquidity</td>
<td>MIF002</td>
<td>(notes 3, 4 and 6)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metrics monitoring</td>
<td>MIF003</td>
<td>(notes 3 and 4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concentration risk (non-K-CON)</td>
<td>MIF004</td>
<td>(notes 3, 4 and 7)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concentration risk (K-CON)</td>
<td>MIF005</td>
<td>(notes 3, 4 and 7)</td>
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</tr>
<tr>
<td>Group</td>
<td>MIF006</td>
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</tr>
</tbody>
</table>

**Notes:**
1. See Section F RMAR
2. See Section C RMAR
3. See Section E RMAR
### Firms’ prudential category and applicable data items (note 1)

<table>
<thead>
<tr>
<th>MIFID-PRU investment firms</th>
<th>Firms other than MIFIDPRU investment firms</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description of data item</th>
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</tr>
</thead>
<tbody>
<tr>
<td>capital test</td>
<td>Chapter 3</td>
<td>Chapter 5</td>
<td>Chapter 12</td>
<td>Chapter 13</td>
</tr>
<tr>
<td>Information on P2P agreements</td>
<td>FIN070</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note 1**: All firms, except MIFIDPRU investment firms in relation to items reported under MIFIDPRU 9, must, when submitting the completed data item required, 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**: Only applicable to a firm that is a sole trader or partnership. Where the firm is a partnership, this report must be submitted by each partner.

**Note 3**: A UK parent entity of an investment firm group to which consolidation applies under MIFIDPRU 2.5 must also submit this report on the basis of the consolidated situation.

**Note 4**: Data items MIF001 – MIF007 must be reported in accordance with the rules in MIFIDPRU 9.

**Note 5**: 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 6**: FSA035 must be completed by a firm subject to the exemption in IPRU(INV) 5.4.2R.

**Note 7**: Does not apply to an SNI MIFIDPRU investment firm which has been granted an exemption from the liquidity requirements in MIFIDPRU [6].

**Note 8**: Only applicable to a non-SNI MIFIDPRU investment firm.

**Note 9**: Only applicable to a parent undertaking to which the group capital test applies.

**Note 10**: Only applicable to firms that are collective portfolio management investment firms.
The applicable reporting frequencies for data items referred to in SUP 16.12.15 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>Non-SNI MIF-IDPRU investment firm</th>
<th>SNI MIFIDPRU investment firm</th>
<th>Investment firm group</th>
<th>Firm other than a MIFID-PRU investment firm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solvency statement</td>
<td>Annually</td>
<td>Annually</td>
<td></td>
<td>Annually</td>
</tr>
<tr>
<td>FSA029</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA030</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA033</td>
<td>[deleted]</td>
<td></td>
<td>[deleted]</td>
<td></td>
</tr>
<tr>
<td>FSA034</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA035</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA039</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td></td>
<td>Half yearly</td>
</tr>
<tr>
<td>FIN067</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FIN071</td>
<td></td>
<td></td>
<td></td>
<td>Quarterly</td>
</tr>
<tr>
<td>MIF001</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF002</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF003</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF004</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF005</td>
<td>Quarterly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF006</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF007</td>
<td>Annually</td>
<td>Annually</td>
<td></td>
<td>Half yearly</td>
</tr>
<tr>
<td>Section A RMAR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section B RMAR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Reporting

#### Section 16.12 : Integrated Regulatory Reporting

<table>
<thead>
<tr>
<th>Data item</th>
<th>Non-SNI MIFIDPRU investment firm</th>
<th>SNI MIFIDPRU investment firm</th>
<th>Investment firm group</th>
<th>Firm other than a MIFIDPRU investment firm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section C RMAR</td>
<td>Half yearly (note 1)</td>
<td>Quarterly (note 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section D1 RMAR</td>
<td>Half yearly (note 1)</td>
<td>Quarterly (note 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section F RMAR</td>
<td>Annual regulated business revenue up to and including £5 million. (note 2)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 1</td>
<td>Annual regulated business revenue over £5 million. (note 2)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 3</td>
<td>Reporting frequencies and reporting periods for this data item are calculated on a calendar year basis and not by reference to the firm’s accounting reference date. The relevant quarters end on the last business day of March, June, September and December.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 4</td>
<td>The reporting period for MIF007 is determined by the date on which the firm reviews its ICARA process under MIFIDPRU 7.8.2R and the submission date that applies under MIFIDPRU 7.8.4R.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 16.12.16A

[deleted]

#### 16.12.17

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>Quarterly</th>
<th>Half yearly</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solvency statement</td>
<td>3 months</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA029</td>
<td>20 business days (note 1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>30 business days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Data item

<table>
<thead>
<tr>
<th>Data item</th>
<th>Quarterly</th>
<th>Half yearly</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>FSA030</td>
<td>20 business days</td>
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<tr>
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<tr>
<td>FSA033</td>
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</tr>
<tr>
<td>FSA034</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA035</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA039</td>
<td></td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>FIN067</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FIN071</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF001</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>30 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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<td>30 business days</td>
<td></td>
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<tr>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>MIF002</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>30 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF003</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>MIF004</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>30 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF005</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>30 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF006</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF007</td>
<td>The submission date that applies under MIFIDPRU 7.8.4R</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section A RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Section B RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Section C RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Section D1 RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Section F RMAR</td>
<td>30 business days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Regulated Activity Group 5

16.12.18R  
16.12.18AR [deleted]  

16.12.18AA R  
(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.

16.12.18B R  
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>
</tbody>
</table>
### Description of Data Item

<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>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).
Additional applicable *data items*, reporting frequencies and submission deadlines referred to in [SUP 16.12.4 R](#) are set out in the table below for a firm carrying on *home finance administration* or *home finance providing* activities in relation to *second charge regulated mortgage contracts*. 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>Analysis of second charge loans to customers</td>
<td>Section A4 MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Second charge business flow and rates</td>
<td>Section D1 MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Second charge lending to individuals</td>
<td>Section E1 MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Second charge lending - arrears analysis</td>
<td>Section F1 MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Second charge mortgage administration – business profile</td>
<td>Section G1 MLAR</td>
<td>Quarterly</td>
<td>20 business days</td>
</tr>
<tr>
<td>Second charge mortgage administration - arrears analysis</td>
<td>Section H1 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 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 (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 The applicable *data items* referred to in [SUP 16.12.4 R](#) are set out according to type of *firm* in the table below:
### Description of data item

<table>
<thead>
<tr>
<th>Firms’ prudential category and applicable data items (note 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IPR(INV) Chapter 3</strong></td>
</tr>
<tr>
<td><strong>IPR(INV) Chapter 5</strong></td>
</tr>
<tr>
<td><strong>IPR(INV) Chapter 13</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>Solvency statement (note 6)</th>
<th>Balance sheet</th>
<th>Income statement</th>
<th>Capital adequacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firms’ prudential category and applicable data items (note 1)</td>
<td>No standard format</td>
<td>FSA029</td>
<td>FSA030</td>
<td>FSA033 or FSA034 or FIN071 or FIN072 (note 4)</td>
</tr>
<tr>
<td>Threshold conditions</td>
<td>FSA039</td>
<td>FSA039</td>
<td>Section A RMAR</td>
<td></td>
</tr>
<tr>
<td>Client money and client assets</td>
<td>FSA039</td>
<td>FSA039</td>
<td>Section B RMAR</td>
<td></td>
</tr>
<tr>
<td>Pillar 2 questionnaire</td>
<td>FSA019</td>
<td>FSA019</td>
<td>Section D1 RMAR</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. 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 IPR(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 IPR(INV) 5.4.2R, unless the **firm** is the depositary of a **UCITS scheme** in which case, FIN072 must be completed.

**Note 5:** [deleted]

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

**Note 7:** [deleted]

**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>
<tr>
<th>Data item</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solvency statement</td>
<td>Annually</td>
</tr>
<tr>
<td>FSA019</td>
<td>Annually</td>
</tr>
<tr>
<td>FSA029</td>
<td>Quarterly</td>
</tr>
</tbody>
</table>
### Section 16.12: Integrated Regulatory Requirements

The applicable due dates for submission referred to in Section 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 Section 16.12.20 R.

<table>
<thead>
<tr>
<th>Data item</th>
<th>Quarterly</th>
<th>Half yearly</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solvency statement</td>
<td></td>
<td></td>
<td>3 months</td>
</tr>
<tr>
<td>FSA019</td>
<td></td>
<td>2 months</td>
<td></td>
</tr>
<tr>
<td>FSA029</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA030</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>[deleted]</td>
<td>[deleted]</td>
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<td>FSA032</td>
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<td></td>
</tr>
<tr>
<td>FSA033</td>
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<td>20 business days</td>
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<tr>
<td>FSA035</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>FSA039</td>
<td>30 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA040</td>
<td>15 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FIN071</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FIN072</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### SUP 16 : Reporting

**Section 16.12 : Integrated Regulatory Reporting**

<table>
<thead>
<tr>
<th>Data item</th>
<th>Quarterly</th>
<th>Half yearly</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section A RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Section B RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Section C RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Sections D1 and D2 RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Section F RMAR</td>
<td></td>
<td></td>
<td>30 business days</td>
</tr>
</tbody>
</table>

#### Regulated Activity Group 7

16.122 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]

16.122A 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>
<th>Firms subject to IPRU(INV) Chapter 13</th>
<th>Firms that are also in one or more of RAGs 2 to 6 and not subject to IPRU(INV) Chapter 13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solvency statement</td>
<td>No standard format</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(note 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance sheet</td>
<td>FSA029</td>
<td>Section A RMAR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(note 3)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income statement</td>
<td>FSA030</td>
<td>Section B RMAR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(note 3)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Firms’ prudential category and applicable data item (note 1)</td>
<td>MIFIDPRU investment firms</td>
<td>Firms subject to IPRU(INV)</td>
<td>Firms that are also in one or more of RAGs 2 to 6 and not subject to IPRU(INV)</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Description of data item</strong></td>
<td><strong>MIFIDPRU investment firms</strong></td>
<td><strong>Firms subject to IPRU(INV)</strong></td>
<td><strong>Firms that are also in one or more of RAGs 2 to 6 and not subject to IPRU(INV)</strong></td>
</tr>
<tr>
<td>Capital adequacy</td>
<td>MIF001 (notes 3 and 6)</td>
<td>Section D1 RMAR (note 9)</td>
<td></td>
</tr>
<tr>
<td>Liquidity</td>
<td>MIF002 (notes 3, 4 and 6)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metrics monitoring</td>
<td>MIF003</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concentration risk (non-K-CON)</td>
<td>MIF004 (notes 3, 5 and 6)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concentration risk (K-CON)</td>
<td>MIF005 (notes 3, 5 and 6)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group capital test</td>
<td>MIF006 (notes 6 and 8)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ICARA assessment questionnaire</td>
<td>MIF007 (note 6)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supplementary capital data for collective portfolio management investment firms</td>
<td>FIN067 (note 10)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional indemnity insurance (note 11)</td>
<td>Section E RMAR</td>
<td>Section E RMAR</td>
<td>Section E RMAR</td>
</tr>
<tr>
<td>Threshold conditions</td>
<td></td>
<td>Section F RMAR</td>
<td></td>
</tr>
<tr>
<td>Training and competence</td>
<td>Section G RMAR</td>
<td>Section G RMAR</td>
<td>Section G RMAR</td>
</tr>
<tr>
<td>COBS data</td>
<td>Section H RMAR</td>
<td>Section H RMAR</td>
<td>Section H RMAR</td>
</tr>
<tr>
<td>Client money and client assets</td>
<td>Section C RMAR</td>
<td>Section C RMAR</td>
<td></td>
</tr>
<tr>
<td>Fees and levies</td>
<td>Section J RMAR</td>
<td>Section J RMAR</td>
<td></td>
</tr>
<tr>
<td>Adviser charges</td>
<td>Section K RMAR (note 7)</td>
<td>Section K RMAR (note 7)</td>
<td>Section K RMAR (note 7)</td>
</tr>
</tbody>
</table>

**Note 1** When submitting the completed data item required, a firm (except a MIFIDPRU investment firm in relation to an item reported under MIFIDPRU 9) must use the format of the data item set out in SUP 16 Annex 24R, or SUP 16 Annex 18AR in the case of the RMAR. Guidance notes for completion of the data items are contained in SUP 16 Annex 25, or SUP 16 Annex 18BG in the case of the RMAR.
**Firms**’ prudential category and applicable data item (note 1)

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>MIFIDPRU investment firms</th>
<th>Firms subject to IPRU(INV) Chapter 13</th>
<th>Firms that are also in one or more of RAGs 2 to 6 and not subject to IPRU(INV) Chapter 13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note 2</td>
<td>Only applicable to a <strong>firm</strong> that is a sole trader or partnership. Where the <strong>firm</strong> is a partnership, this report must be submitted by each partner.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 3</td>
<td>A <strong>UK parent entity</strong> of an investment firm group to which consolidation applies under MIFIDPRU 2.5 must also submit this report on the basis of the <strong>consolidated situation</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 4</td>
<td>Does not apply to an <strong>SNI MIFIDPRU investment firm</strong> which has been granted an exemption from the liquidity requirements in MIFIDPRU 6.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 5</td>
<td>Only applicable to a <strong>non-SNI MIFIDPRU investment firm</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 6</td>
<td>Data items MIF001 – MIF007 must be reported in accordance with the <strong>rules</strong> in MIFIDPRU 9.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 7</td>
<td>This item only applies to <strong>firms</strong> that provide advice on retail investment products and <strong>P2P agreements</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 8</td>
<td>Only applicable to a <strong>parent undertaking</strong> to which the <strong>group capital test</strong> applies.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 9</td>
<td>Where a <strong>firm</strong> submits <strong>data items</strong> for both RAG 7 and RAG 9, the <strong>firm</strong> must complete Section D1.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 10</td>
<td>Only applicable to <strong>firms</strong> that are <strong>collective portfolio management investment firms</strong>.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 11</td>
<td>This item only applies to <strong>firms</strong> that are subject to an <strong>FCA requirement to hold professional indemnity insurance</strong>.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**16.12.22B** [deleted]

**16.12.22C** [deleted]

**16.12.23** [deleted]

**16.12.23A** [deleted]

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>Non-SNI MIFIDPRU investment firm</th>
<th>SNI MIFID-PRU investment firm</th>
<th>Investment firm group</th>
<th>Frequency</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>Solvency statement</td>
<td>Annually</td>
<td>Annually</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA029</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td></td>
<td>Quarterly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA030</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td></td>
<td>Quarterly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FIN067</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td></td>
<td>Quarterly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF001</td>
<td>Quarterly (note 1)</td>
<td>Quarterly (note 1)</td>
<td></td>
<td>Quarterly (note 1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF002</td>
<td>Quarterly (note 1)</td>
<td>Quarterly (note 1)</td>
<td></td>
<td>Quarterly (note 1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF003</td>
<td>Quarterly (note 1)</td>
<td>Quarterly (note 1)</td>
<td></td>
<td>Quarterly (note 1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF004</td>
<td>Quarterly (note 1)</td>
<td></td>
<td></td>
<td>Quarterly (note 1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF005</td>
<td>Quarterly</td>
<td></td>
<td></td>
<td>Quarterly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF006</td>
<td>Quarterly (note 1)</td>
<td>Quarterly (note 1)</td>
<td></td>
<td>Quarterly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF007</td>
<td>Annually (note 2)</td>
<td>Annually (note 1)</td>
<td></td>
<td>Half yearly (note 2)</td>
<td></td>
<td>Quarterly</td>
</tr>
<tr>
<td>Section A RMAR</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td></td>
<td>Quarterly</td>
</tr>
<tr>
<td>Section B RMAR</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td></td>
<td>Quarterly</td>
</tr>
<tr>
<td>Section C RMAR</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td></td>
<td>Quarterly</td>
</tr>
<tr>
<td>Section D1 RMAR</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td></td>
<td>Quarterly</td>
</tr>
<tr>
<td>Section E RMAR</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td></td>
<td>Quarterly</td>
</tr>
<tr>
<td>Section F RMAR</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td></td>
<td>Half yearly</td>
</tr>
<tr>
<td>Section G RMAR</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td></td>
<td>Half yearly</td>
</tr>
<tr>
<td>Section H RMAR</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td></td>
<td>Half yearly</td>
</tr>
<tr>
<td>Section J RMAR</td>
<td>Annually</td>
<td>Annually</td>
<td>Annually</td>
<td>Annually</td>
<td></td>
<td>Annually</td>
</tr>
<tr>
<td>Section K RMAR</td>
<td>Annually</td>
<td>Annually</td>
<td>Annually</td>
<td>Annually</td>
<td></td>
<td>Annually</td>
</tr>
</tbody>
</table>

Note 1 Reporting frequencies and reporting periods for this data item are calculated on a calendar year basis and not by reference to the firm’s accounting reference date. The relevant
SUP 16 : Reporting
requirements

Section 16.12 : Integrated Regulatory Reporting

16.12.24

[deleted]

16.12.24A

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 16.12.23A R, unless indicated otherwise.

<table>
<thead>
<tr>
<th>Data item</th>
<th>Quarterly</th>
<th>Half yearly</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solvency statement</td>
<td>20 business days (note 1)</td>
<td>30 business days (note 2)</td>
<td>3 months</td>
</tr>
<tr>
<td>FSA029</td>
<td>20 business days (note 1)</td>
<td>30 business days (note 2)</td>
<td></td>
</tr>
<tr>
<td>FSA030</td>
<td>20 business days (note 1)</td>
<td>30 business days (note 2)</td>
<td></td>
</tr>
<tr>
<td>FIN067</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF001</td>
<td>20 business days (note 1)</td>
<td>30 business days (note 2)</td>
<td></td>
</tr>
<tr>
<td>MIF002</td>
<td>20 business days (note 1)</td>
<td>30 business days (note 2)</td>
<td></td>
</tr>
<tr>
<td>MIF003</td>
<td>20 business days (note 1)</td>
<td>30 business days (note 2)</td>
<td></td>
</tr>
</tbody>
</table>
### Data Item

<table>
<thead>
<tr>
<th>Data Item</th>
<th>Quarterly</th>
<th>Half yearly</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIF004 (note 2)</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF005 (note 1)</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF006 (note 2)</td>
<td>30 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF007</td>
<td>The submission date that applies under MIFIDPRU 7.8.4R</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section A RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Section B RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Section C RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Section D1 RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Section E RMAR</td>
<td>30 business days</td>
<td>30 business days</td>
<td></td>
</tr>
<tr>
<td>Section F RMAR</td>
<td>30 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section G RMAR</td>
<td>30 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section H RMAR</td>
<td>30 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section J RMAR</td>
<td>30 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section K RMAR</td>
<td>30 business days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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]

Note 1 For reports relating to the position of an individual

firm.

Note 2 For reports relating to the consolidated situation of an

investment firm group.
### SUP 16 : Reporting

#### Section 16.12 : Integrated Regulatory Reporting

**16.12.25A**  

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>
<th>Firms other than MIFIDPRU investment firms</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Solvency statement</strong></td>
<td><strong>MIFIDPRU investment firms</strong></td>
<td><strong>IPRU(INV) Chapter 3</strong></td>
</tr>
<tr>
<td>(note 2)</td>
<td><strong>IPRU(INV) Chapter 5</strong></td>
<td><strong>IPRU(INV) Chapter 13</strong></td>
</tr>
<tr>
<td>Balance sheet</td>
<td>FSA029</td>
<td>FSA029</td>
</tr>
<tr>
<td>(note 3)</td>
<td>FSA029</td>
<td></td>
</tr>
<tr>
<td>Income statement</td>
<td>FSA030</td>
<td>FSA030</td>
</tr>
<tr>
<td>(note 3)</td>
<td>FSA030</td>
<td></td>
</tr>
<tr>
<td>Capital adequacy</td>
<td>MIF001 (notes 3 and 5)</td>
<td>FSA033 or FSA035 or FIN071 (note 4)</td>
</tr>
<tr>
<td>Liquidity</td>
<td>MIF002 (notes 3 and 5)</td>
<td></td>
</tr>
<tr>
<td>Metrics monitoring</td>
<td>MIF003 (notes 3 and 5)</td>
<td></td>
</tr>
<tr>
<td>Concentration risk (non-K-CON)</td>
<td>MIF004 (notes 3, 5 and 7)</td>
<td></td>
</tr>
<tr>
<td>Concentration risk (K-CON)</td>
<td>MIF005 (notes 3, 5 and 7)</td>
<td></td>
</tr>
<tr>
<td>Group capital test</td>
<td>MIF006 (notes 5 and 6)</td>
<td></td>
</tr>
<tr>
<td>ICARA assessment ...</td>
<td>MIF007 (note 5)</td>
<td></td>
</tr>
<tr>
<td>Threshold conditions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Client money and client assets</td>
<td>FSA039</td>
<td>FSA039</td>
</tr>
<tr>
<td>Note 1</td>
<td>All firms (except MIFIDPRU investment firms in relation to items reported under MIFIDPRU 9) when submitting the completed data item required, 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.</td>
<td></td>
</tr>
</tbody>
</table>
### Firms’ prudential category and applicable data items (note 1)

**Firms other than MIFIDPRU investment firms**

<table>
<thead>
<tr>
<th>Description of data item</th>
<th>MIFIDPRU investment firms</th>
<th>IPRU(INV) Chapter 3</th>
<th>IPRU(INV) Chapter 5</th>
<th>IPRU(INV) Chapter 13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note 2</td>
<td>Only applicable to a <strong>firm</strong> that is a sole trader or partnership. Where the <strong>firm</strong> is a partnership, this report must be submitted by each partner.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 3</td>
<td>A <strong>UK parent entity</strong> of an investment firm group to which consolidation applies under MIFIDPRU 2.5 must also submit this report on the basis of the consolidated situation.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 4</td>
<td>FSA034 must be completed by a <strong>firm</strong> not subject to the exemption in IPRU(INV) 5.4.2R, unless it is a <strong>firm</strong> 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 <strong>firm</strong> subject to the exemption in IPRU(INV) 5.4.2R.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 5</td>
<td>Data items MIF001 – MIF007 must be reported in accordance with the <strong>rules</strong> in MIFIDPRU 9.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 6</td>
<td>Only applicable to a <strong>parent undertaking</strong> to which the <strong>group capital</strong> test applies.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note 7</td>
<td>Only applicable to a <strong>non-SNI MIFIDPRU investment firm</strong>.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Reporting frequencies

The applicable reporting frequencies for **data items** referred to in **SUP 16.12.25A** R are set out according to the type of **firm** 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>Non-SNI MIFIDPRU investment firm</th>
<th>SNI MIFIDPRU investment firm</th>
<th>Investment firm group</th>
<th>Firm other than a MIFIDPRU investment firm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solvency statement</td>
<td>Annually</td>
<td>Annually</td>
<td>Annually</td>
<td>Annually</td>
</tr>
<tr>
<td>FSA029</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA030</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
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</tr>
<tr>
<td>FSA033</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA034</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA035</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
<td>Quarterly</td>
</tr>
<tr>
<td>FSA039</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
<td>Half yearly</td>
</tr>
<tr>
<td>FIN071</td>
<td></td>
<td></td>
<td></td>
<td>Quarterly</td>
</tr>
</tbody>
</table>
### SUP 16 : Reporting

#### Section 16.12 : Integrated Regulatory Reporting

<table>
<thead>
<tr>
<th>Data item</th>
<th>Non-SNI MIFIDPRU investment firm</th>
<th>SNI MIFIDPRU investment firm</th>
<th>Investment firm group</th>
<th>Firm other than a MIFIDPRU investment firm</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIF001</td>
<td>Quarterly (note 3)</td>
<td>Quarterly</td>
<td>Quarterly (note 3)</td>
<td>Quarterly</td>
</tr>
<tr>
<td>MIF002</td>
<td>Quarterly (note 3)</td>
<td>Quarterly</td>
<td>Quarterly (note 3)</td>
<td>Quarterly</td>
</tr>
<tr>
<td>MIF003</td>
<td>Quarterly (note 3)</td>
<td>Quarterly</td>
<td>Quarterly (note 3)</td>
<td>Quarterly</td>
</tr>
<tr>
<td>MIF004</td>
<td>Quarterly (note 3)</td>
<td></td>
<td>Quarterly (note 3)</td>
<td></td>
</tr>
<tr>
<td>MIF005</td>
<td>Quarterly</td>
<td></td>
<td>Quarterly</td>
<td></td>
</tr>
<tr>
<td>MIF006</td>
<td>Quarterly</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF007</td>
<td>Annually (note 4)</td>
<td>Annually</td>
<td></td>
<td>Half yearly (note 4)</td>
</tr>
</tbody>
</table>

### Notes:

- **Note 1**: Annual regulated business revenue up to and including £5 million.
- **Note 2**: Annual regulated business revenue over £5 million.
- **Note 3**: Reporting frequencies and reporting periods for this data item are calculated on a calendar year basis and not by reference to the firm’s accounting reference date. The relevant quarters end on the last business day of March, June, September and December.
- **Note 4**: The reporting period for MIF007 is determined by the date on which the firm reviews its ICARA process under MIFIDPRU 7.8.2R and the submission date that applies under MIFIDPRU 7.8.4R.
The applicable due dates for submission referred to in [deleted] SUP 16.12.4 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 [deleted] SUP 16.12.26, unless indicated otherwise.

<table>
<thead>
<tr>
<th>Data item</th>
<th>Quarterly</th>
<th>Half yearly</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solvency statement</td>
<td>20 business days (note 1) 30 business days (note 2)</td>
<td></td>
<td>3 months</td>
</tr>
<tr>
<td>FSA029</td>
<td>20 business days (note 1) 30 business days (note 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA030</td>
<td>20 business days (note 1) 30 business days (note 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>[deleted]</td>
<td>[deleted]</td>
<td>[deleted]</td>
<td></td>
</tr>
<tr>
<td>FSA033</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSA034</td>
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<td></td>
</tr>
<tr>
<td>FSA039</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FIN071</td>
<td>20 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF001</td>
<td>20 business days (note 1) 30 business days (note 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF002</td>
<td>20 business days (note 1) 30 business days (note 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF003</td>
<td>20 business days (note 1) 30 business days (note 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF004</td>
<td>20 business days (note 1) 30 business days (note 2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIF005</td>
<td>20 business days (note 1) 30 business days (note 2)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
16.12.27A R [deleted]

Regulated Activity Group 9

16.12.28 R (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.

16.12.28A R 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></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual regulated business revenue over £5 million</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Home finance mediation activity and insurance distribution activity**

<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>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>

**Funeral plan distribution activity**

<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>Funeral plan financials return: distributors (note 4)</td>
<td>FPR003b</td>
<td>Half yearly (note 5)</td>
<td>80 business days</td>
</tr>
</tbody>
</table>

**Notes:**

- **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.

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

**Home finance mediation activity and insurance distribution activity**  
This item also does not apply if the *firm* is a P2P platform operator facilitating home finance transactions and is not required to submit it by virtue of carrying out other regulated activities.

**Note 4** When submitting the completed data item required, a *firm* must use the format of the data item set out in SUP 16 Annex 50B. Guidance notes for the completion of the data item are set out in SUP 16 Annex 50B.

**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. The relevant half year periods end on 30 June and 31 December.

### Regulated Activity Group 10

16.12.29  
*RIs* 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 32R (Bidding in emissions auctions return) annually within 30 business days from its accounting reference date unless it is an exempt MiFID commodities firm that 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]

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;

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 following the relevant reporting frequency period.
<table>
<thead>
<tr>
<th>Description of data item</th>
<th>Data item</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>30 business days</td>
</tr>
<tr>
<td>Volumes (note 4)</td>
<td>CCR002</td>
<td>Annually</td>
<td>30 business days</td>
</tr>
<tr>
<td>Lenders (note 5)</td>
<td>CCR003</td>
<td>Annually</td>
<td>30 business days</td>
</tr>
<tr>
<td>Debt management (note 6)</td>
<td>CCR004</td>
<td>Annually</td>
<td>30 business days</td>
</tr>
<tr>
<td>Client Money &amp; Assets (note 7)</td>
<td>CCR005</td>
<td>Annually</td>
<td>30 business days</td>
</tr>
<tr>
<td>Debt collection (note 8)</td>
<td>CCR006</td>
<td>Annually</td>
<td>30 business days</td>
</tr>
<tr>
<td>Key data (note 9)</td>
<td>CCR007</td>
<td>Annually</td>
<td>30 business days</td>
</tr>
<tr>
<td>Credit brokering websites (note 10)</td>
<td>[deleted]</td>
<td>[deleted]</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 16.12.29CR 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...
### Description of data item

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.

### 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.

(b) This data item does not apply to a firm with limited permission other than a not-for-profit debt advice body within (a).

(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.

(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.

### 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.

### 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.

### Note 9

(a) Subject to (b) and (c) below, this data item applies to a firm that has limited permission.

(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 16.12.29C R as appropriate.

(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.

### Note 10 [deleted]

### Note 11 [deleted]
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;
   (iii) retail investment;
   (iv) mortgage lending;
   (v) mortgage administration;
   (vi) funeral plan distribution; 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 R
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 R
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 R
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:</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>
### Reporting Requirements

#### Section 16.12 : Integrated Regulatory Reporting

<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>(4) advising on, or arranging details in, packaged products, or managing investments for private customers where these activities are the authorised professional firm's &quot;main business&quot; as determined by IPRU(INV) 2.1.2 R (3)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adequate information relating to mortgage lending and mortgage administration.</td>
<td>MLAR</td>
<td>Quarterly</td>
<td>20 business days after quarter end</td>
</tr>
</tbody>
</table>

Note 1

When giving the report required, a firm must use the return indicated. The RMAR and MLAR are located at SUP 16 Annex 18A and SUP 16 Annex 19A respectively. Guidance on the completion of the data items are located at SUP 16 Annex 18B and SUP 16 Annex 19B respectively.

Note 2

For the purposes of RMAR reporting, a larger firm is a firm whose annual regulated business revenue in its previous financial year was greater than £5m. Annual regulated business revenue for these purposes is a firm's total revenue relating to insurance distribution activity, mortgage mediation activity and retail investment activity.

Note 3

A firm which submits an MLAR is not required to submit sections A and B of the RMAR.

Note 4

Reporting dates are calculated from a firm's accounting reference date.

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### Financial conglomerates

16.12.32 R

(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 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).
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 one of the three technical calculation methods</td>
<td>Note 2</td>
<td>Note 5</td>
<td>Yearly</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 GENPRU 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 GENPRU3 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 usual information management systems of the financial conglomerate can be used to the extent possible to generate and analyse the information required.
Content of Report | Form (Note 1) | Frequency | Due Date
---|---|---|---
|  | at 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. | | |
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) [deleted]
(5) give directions to payment service providers referred to at SUP 16.13.3-BD under regulation 109(1) (Reporting requirements) of the Payment Services Regulations in relation to annual financial crime reporting to the FCA.

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.

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.

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

(1) An authorised payment institution, a small 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.

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.

SUP 16.23.4R to SUP 16.23.7R (Annual Financial Crime Report) apply to a payment institution where its authorisation or registration permits it to provide only one or more of the following payment services and it is not permitted to carry on any regulated activities:

(a) account information services;
(b) payment initiation services; or
(c) money remittance, or

(2) a person with temporary PI authorisation that immediately before IP completion day was providing payment services other than through a branch in the UK or a UK-based agent.

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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 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 R 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 G 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.

16.14 D 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 and registered account information service providers.

<table>
<thead>
<tr>
<th>Type of payment service provider</th>
<th>Return</th>
<th>Format</th>
<th>Reporting Frequency</th>
<th>Due date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorised payment institution</td>
<td>Payment Institution Capital Adequacy Return</td>
<td>FSA056 (Note 1)</td>
<td>Annual (Note 2)</td>
<td>30 business days (Note 3)</td>
</tr>
<tr>
<td>Registered account information service provider</td>
<td>Payment Institution Capital Adequacy Return</td>
<td>FSA056 (Note 1)</td>
<td>Annual (Note 2)</td>
<td>30 business days (Note 3)</td>
</tr>
<tr>
<td>Small payment institution</td>
<td>Payment Services Directive Transactions</td>
<td>FSA057 (Note 4)</td>
<td>Annual (Note 5)</td>
<td>1 month (Note 3)</td>
</tr>
</tbody>
</table>
SUP 16 : Reporting requirements

Section 16.13 : Reporting under the Payment Services Regulations

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
<td>(4)</td>
<td>(5)</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.

Note 5 This reporting frequency is calculated from 31 December each calendar year.

Statistical data on fraud

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 with permission to accept deposits under Part 4a of FSMA.

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 with permission to accept deposits under Part 4a of FSMA:

(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.

The return in SUP 16 Annex 27ED reflects the EBA’s Guidelines on fraud reporting under the Payment Services Directive 2 (PSD2), published on 18 July 2018 (EBA/GL/2018/05). 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

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.

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

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 (EBA/GL/2017/17). 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.

[Note: see EBA guidelines: Guidelines on the security measures for operational and security risks of payment services, 12 December 2017/EBA/GL/2017/17.]

Payment service providers must comply with the EBA’s Guidelines the on security measures for operational and security risks of payment services (EBA/GL/2017/17) as issued on 12 December 2017 where they are addressed to payment service providers.
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.

In the case of credit institutions, this provision applies only to those with permission to accept deposits under Part 4a of FSMA.

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) 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. In the case of credit institutions, this paragraph applies only to those with permission to accept deposits under Part 4a of FSMA.

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. In the case of credit institutions, this paragraph applies only to those with permission to accept deposits under Part 4a of FSMA.

SYSC 15A (Operational resilience) sets out further provisions which are relevant to a payment service provider’s Operational and Security Risk assessment.

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 Regulations.

16.13.19 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 Regulations.

16.13.20 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 Regulations in respect of a period in which they have made use of the article 17 exemption.

16.13.21 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.


Reporting statistics on the availability and performance of a dedicated interface

16.13.22 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 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.
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 UK UCITS and in this case also include any safe custody investments to which the firm is required by CASS 6.16IDR to apply the custody rules under CASS 6.1BR(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 7.13R(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 16.14.7R(1)(b), 16.14.7R would not apply to a firm where, for example:

(a) it was using a client bank account under 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 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 16 Annex 29AG on completing data field 13 of the CMAR in cases where 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 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>(1)</th>
<th>(2)</th>
<th>(3)</th>
<th>(4)</th>
<th>(5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of electronic money issuer</td>
<td>Return</td>
<td>Format</td>
<td>Reporting Frequency</td>
<td>Due date (Note 4)</td>
</tr>
<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>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</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>
<td></td>
<td></td>
<td></td>
</tr>
<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.
16.18 AIFMD reporting

Application

16.18.1 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-UK AIFM marketing in the UK; and

(5) a small non-UK AIFM marketing in the UK.

16.18.2

<table>
<thead>
<tr>
<th>Type of AIFM</th>
<th>Rules</th>
<th>Directions</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>full-scope UK AIFM</td>
<td>FUND 3.4 (Reporting obligation to the FCA) and SUP 16.18.5 R</td>
<td>Article 110 (Reporting to competent authorities) (as replicated in SUP 16.18.4)</td>
<td></td>
</tr>
<tr>
<td>small authorised UK AIFM</td>
<td>SUP 16.18.6 R</td>
<td>Article 110 (Reporting to competent authorities) (as replicated in SUP 16.18.4)</td>
<td></td>
</tr>
<tr>
<td>small registered UK AIFM</td>
<td>SUP 16.18.7 D</td>
<td>Article 110 (Reporting to competent authorities) (as replicated in SUP 16.18.4)</td>
<td></td>
</tr>
<tr>
<td>above-threshold non-UK AIFM</td>
<td>SUP 16.18.8 G</td>
<td>Article 110 (Reporting to competent authorities) (as replicated in SUP 16.18.4)</td>
<td></td>
</tr>
</tbody>
</table>
### Purpose

16.18.3  
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) 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

16.18.4  
1. In order to comply with the requirements of [FUND 3.4.2R] and directions given by the FCA under regulation 21(2) of the AIFM Regulations 2013, an AIFM shall provide the following information when reporting to the FCA:

   (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 United Kingdom or the Union, AIFMs shall provide to the FCA the following information in accordance with [FUND 3.4.3R]:

   (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 [FUND 3.2.5R(1)];

   (b) any new arrangements for managing the liquidity of the AIF;
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(c) the risk management systems employed by the AIFM to manage the market risk, liquidity risk, counterparty risk and other risks including operational risk;

(d) the current risk profile of the AIF, including:
   (i) the market risk profile of the investments of the AIF, including the expected return and volatility of the AIF in normal market conditions;
   (ii) 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;

(e) 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

(f) the results of periodic stress tests, under normal and exceptional circumstances, performed in accordance with [FUND 3.6.3R(2) and 3.7.5R(2)(b)].

3. The information referred to in paragraphs 1 and 2 shall be reported as follows:

(a) 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 sub-paragraphs (b) and (a) respectively of regulation 9(1) of the AIFM Regulations 2013 but do not exceed EUR 1 billion, for each of the UK and EU AIFs they manage and for each of the AIFs they market in the United Kingdom or the Union;

(b) 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 UK and EU AIFs they manage, and for each of the AIFs they market in the United Kingdom or in the Union;

(c) 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;

(d) 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.

4. By way of derogation from paragraph 3, the FCA 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 [FUND 3.4.5R] 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.

7. [deleted]
**Reporting to the FCA**

[Note: Article 110 of the AIFMD level 2 regulation]

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**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.

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**Guidelines**

**16.18.11** ESMA’s guidelines on reporting obligations under articles 3(3)(d) and 24(1), (2) and (4) of the AIFMD, 8 August 2014 (ESMA/2014/869EN), provide further details in relation to the requirements in this section.
16.19 Immigration Act compliance reporting

Application

(1) This section applies to 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.

(2) This section does not apply to a branch of a firm where the branch is established outside the United Kingdom.

[Note: A firm is subject to the prohibition in section 40 and the requirements in sections 40A, 40B and 40G of the Immigration Act 2014 if it is a “bank” or “building society” for the purposes of section 42 of the Immigration Act 2014.]

Annual compliance reporting

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

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

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.

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 [deleted]

16.20.1
16.21 Reporting under the MCD Order for CBTL firms

Application

16.21.1 D 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 G 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 G 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 D (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:

(a) 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;

(b) online through the appropriate systems accessible from the FCA’s website; and

(c) 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.
Frequency and timing of report

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 (a) subject to the Money Laundering Regulations and (b) listed in the table below, except for:

1. a credit union;
2. a P2P platform operator;
3. an authorised professional firm; or
4. a firm with limited permissions only.
5. [deleted]

16.23.2 Table: Firms to which SUP 16.23.1R applies (subject to the exclusions in SUP 16.23.1R).

- a UK bank;
- a building society;
- a non-UK bank;
- a mortgage lender;
- a mortgage administrator; or
- a firm offering life and annuity insurance products.

A firm that has permission to carry on one or more of the following activities:

- advising on investments, provided that during the relevant financial year the firm:
  - held client money under CASS 5 (Client money: insurance distribution activity) and/or CASS 7 (Client money rules); and/or
  - held safe custody assets under CASS 6 (Custody rules); arranging (bringing about deals) in investments, provided that during the relevant financial year the firm:
  - arranging (bringing about deals) in investments, provided that during the relevant financial year the firm:
  - held safe custody assets under CASS 6 (Custody rules); dealing in investments as agent;
  - dealing in investments as principal;
assisting in the administration and performance of a contract of insurance in relation to non-investment insurance contracts;
managing investments;
establishing, operating or winding up a collective investment scheme;
establishing, operating or winding up a personal pension scheme;
establishing, operating or winding up a stakeholder pension scheme;
managing a UK UCITS;
managing an AIF;
safeguarding and administering investments;
acting as trustee or depositary of a UK UCITS;
acting as trustee or depositary of an AIF;
operating a multilateral trading facility; and/or
operating an organised trading facility.

a firm that has reported total revenue of £5 million or more as at its last accounting reference date and has permission to carry on one or more of the following activities:
advising on investments;
arranging (bringing about deals) in investments;
advising on pension transfers and pension opt-outs; and
credit-related regulated activity.

Purpose

(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

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.

(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

16.23.6 R 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

16.23.7 R 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 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 UK commercial lines employers' liability insurance.

(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.5AR

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.6AR

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 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
to the possible errors and omissions referred to in SUP 16.23A.6R(2)(c) below;

(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 R

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. [deleted]

Purpose

16.24.2 G

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 R

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;
   (b) 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 but it does not apply to a pure benchmark 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 of 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).
SUP 16 : Reporting requirements

Section 16.26 : Reporting of information about Directory persons

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 R 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 R (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 R 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.

16.26.14 G 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 R In respect of a non-SMF director Directory person, an SMCR firm must submit a report within seven business days of:

that person becoming a non-SMF director Directory person at the firm; or

that person ceasing to be a non-SMF director Directory person at the firm; or

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

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

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

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

An SMCR firm may submit a confirmation of accuracy at any time.

16.26.20

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.
16.27 General insurance value measures reporting

Who?

16.27.1 The effect of SUP 16.1.1R is that this section applies to every firm of a type listed in column 1 of the table in SUP 16.27.8R.

16.27.2 The rules in this section do not apply to a TP firm or a Gibraltar-based firm where the state of the risk is an EEA State or Gibraltar, to the extent that the EEA State in question or Gibraltar imposes measures of like effect.

What?

16.27.3 This section applies to a firm which has carried on the business described in column 2 of the table in SUP 16.27.8R in relation to general insurance contracts:

1. which are of a product type set out in SUP 16 Annex 48R;
2. excluding contracts set out in SUP 16.27.4R; and
3. excluding contracts entered into where the customer was habitually resident outside the UK at the time.

16.27.4 This section does not apply in relation to the following types of general insurance contracts:

1. no claims bonus protection;
2. private medical insurance;
3. contracts provided with a packaged bank account;
4. contracts entered into by a commercial customer; or
5. group policies.

Purpose

16.27.5 The purpose of this section is to require firms to submit information on certain value measures general insurance contracts in a standard format to the FCA. This information enables the publication of the
value measures data in the pursuance of the FCA’s effective competition and consumer protection objectives.

(2) The purpose of • SUP 16.27 is to provide the FCA with general insurance value measures data that it can use to publish guidance (and which may also assist with the FCA’s monitoring of firms’ compliance with • PROD 4.5). The purpose of that publication is to:

(a) promote competition in relation to product value, by creating incentives for firms to make improvements to products and address poor product performance; and

(b) protect consumers by reducing the potential for harm caused by the sale or purchase of poor value products.

### Definitions

In this section and • SUP 16 Annex 48R, • SUP 16 Annex 48AR and • SUP 16 Annex 48BG:

<table>
<thead>
<tr>
<th>Definition</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>“add-on policy” means</td>
<td>a policy that is sold in connection with, or alongside, another product.</td>
</tr>
<tr>
<td>“average claims pay-out” means</td>
<td>total claims pay-out cost divided by the number of claims where all or part of the claim has been accepted and a pay-out has been made and/or benefits provided and the claim is closed at the end of the reporting period.</td>
</tr>
<tr>
<td>“average number of policies in force” means</td>
<td>the average number of policies in force during the relevant reporting period, calculated by adding up the total policies in force at the end of each month and dividing by the total number of months in the reporting period.</td>
</tr>
<tr>
<td>“claim” means</td>
<td>any claim made by a potential beneficiary, including queries in respect of a potentially claimable event or loss (which has taken place).</td>
</tr>
<tr>
<td>“claims acceptance rate” means</td>
<td>(a) the number of claims registered; less (b) the number of claims rejected; divided by (c) the number of claims registered.</td>
</tr>
<tr>
<td>“claims accepted” means</td>
<td>claims where all or part of the claim has been accepted and a pay-out has been made and/or benefit provided, and the claim is closed or settled during the reporting period.</td>
</tr>
<tr>
<td>“claims complaints” means</td>
<td>complaints of a type that are reported in column O of the DISP 1 Annex 1R Table 4 or would have been reported if the threshold of 500 opened complaints was disregarded.</td>
</tr>
</tbody>
</table>
### “claims complaints as a percentage of claims” means

The percentage calculated using the formula:

\[
\frac{A}{B} \times 100
\]

where:

- (a) A = claims complaints
- (b) B = claims registered

### “claims frequency” means

The number of claims registered divided by the average number of policies in force.

### “claims pay-out cost” means

The total costs of providing benefits to policy beneficiaries in relation to claims accepted during the reporting period including:

- (a) the total monetary value (£) of claim pay-outs;
- (b) the total cost incurred by the provider firm in providing non-monetary benefits; and
- (c) specific claims costs incurred by the provider firm in handling individual claims including claims investigation costs.

### “claims registered” means

All claims during the reporting period less the number of:

- (a) claims walkaways;
- (b) claims in respect of which the potential beneficiary reports an event or loss giving rise to the claim but does not wish to make a claim;
- (c) claims rejected for insurance fraud; and
- (d) claims rejected because the policy has been lawfully voided by the insurer.

### “claims rejected” means

Claims by potential beneficiaries of the policy, declined or rejected in the reporting period, regardless of:

- (a) when the claim was registered;
- (b) whether or not the claim is rejected at the first notification of loss;
- (c) whether the claim is rejected for breach of a policy condition, pursuant to an applicable policy exclusion, due to the application of an excess or otherwise,

but excluding claims rejected for insurance fraud or because the policy has been lawfully voided by the insurer.
“claims walkaways” means claims closed during the reporting period due to the potential beneficiary not pursuing the claim.

“distribution arrangement” means in relation to the relevant product, each distribution arrangement through which the product is sold, as identified by the consumer facing firm or brand.

“no claims bonus protection” means a contract of insurance which will, in the event of a claim, within certain limits, protect the purchaser’s number of years during which a person is deemed not to have made a claim for the purposes of calculating the no claims bonus discount incorporated by a provider into the price of a motor insurance product.

“policy sales” means policies sold in the reporting period, including renewals, and regardless of the period covered by the contracts.

“reporting period” means (a) the period beginning on 1 January and ending on 31 December; or (b) any shorter period in accordance with SUP 16.27.12 (2).

“stand-alone policy” means a policy that is not sold in connection with, or alongside, another product.

“total gross retail premiums (written)” means the total amount of gross written premium, based on the premiums charged to the end consumer (excluding insurance premium tax) in relation to policies sold during the reporting period.

“value measures data” means the data required to be included in a value measures report and set out in SUP 16.27.10R to 16.27.11R.

“value measures report” means the report referred to in SUP 16.27.7R.

**Requirement to submit a value measures report**

Where a firm of a type set out in column 1 of the table in SUP 16.27.8R has carried on the business in column 2 of the same row in relation to the products set out in SUP 16 Annex 48R, it must:

(1) submit to the FCA a report containing the value measures data in relation to that business; and

(2) submit the report in accordance with SUP 16.27.12R to SUP 16.27.17R.

This is the table referred to in SUP 16.27.7R.
<table>
<thead>
<tr>
<th>(1) Type of firm</th>
<th>(2) Nature of business</th>
</tr>
</thead>
<tbody>
<tr>
<td>An insurer other than a TP firm or Gibraltar-based firm</td>
<td>all contracts of insurance effected by the insurer.</td>
</tr>
<tr>
<td>A TP firm or Gibraltar-based firm</td>
<td>all contracts of insurance effected by the TP firm or Gibraltar-based firm from an establishment of the firm (or its appointed representative) in the UK.</td>
</tr>
<tr>
<td>A TP firm or Gibraltar-based firm</td>
<td>all contracts of insurance effected by the firm</td>
</tr>
<tr>
<td>(a) from an establishment outside the UK with a customer in the UK; and</td>
<td></td>
</tr>
<tr>
<td>(b) which were not manufactured by a firm operating from an establishment in the UK.</td>
<td></td>
</tr>
<tr>
<td>A firm manufacturing from an establishment in the UK</td>
<td>all contracts of insurance effected by a TP firm or Gibraltar-based firm from an establishment outside the UK with a customer in the UK.</td>
</tr>
<tr>
<td>A firm, a TP firm or a Gibraltar-based firm which, from an establishment in the UK, either:</td>
<td></td>
</tr>
<tr>
<td>(1) manufactures; or, if not,</td>
<td></td>
</tr>
<tr>
<td>(2) advises on or proposes contracts of insurance which it does not manufacture.</td>
<td></td>
</tr>
<tr>
<td>An insurance intermediary</td>
<td>contracts of insurance in relation to which:</td>
</tr>
<tr>
<td>(a) the insurance intermediary carried on or was responsible for insurance distribution activities; and</td>
<td></td>
</tr>
<tr>
<td>(b) the provider entering into the contract as principal is not an authorised person in relation to that activity. References to firms in SUP 16 include references to these unauthorised providers, where the context requires.</td>
<td></td>
</tr>
<tr>
<td>A managing agent</td>
<td>any contracts of insurance written at the Society.</td>
</tr>
</tbody>
</table>

**Firms** must comply with the following in relation to the table in **SUP 16.27.8R:**

1. where different insurers underwrite different elements of the cover that form part of the same policy, then the insurer underwriting the main part of the cover (and in the event of any doubt, the first part of the cover recorded in the policy) must report the value measures data for all elements of the cover (including optional extras and cover extensions);

2. the exception to (1) is in relation to policies which include a legal expenses product element (after the event or before the event legal
expenses, as described in SUP 16 Annex 48R), where the insurer of the legal expenses element must separately report the value measures data for the legal expenses element; and

(3) references to manufacturing are to manufacturing in whole or in part. Where there is more than one firm referred to in column 1 that manufactures a contract of insurance, then only one must report the value measures data and each firm must agree in writing with the others which firm is responsible.

Content of the report and value measures data

16.27.10 A value measures report must contain value measures data set out in SUP 16.27.11R as follows:

(1) the data must be completed in respect of each of the products set out in SUP 16 Annex 48R; and

(2) the data must only be included in relation to each product within the scope of SUP 16.27 where both of the following criteria have been met in respect of that product in the relevant reporting period:

(a) total gross retail premiums (written) exceed £400,000; and

(b) more than 3,000 policies involving the firm in the manner set out in column 2 of SUP 16.27.8R are in force.

16.27.11 The value measures data is:

(1) the number of policy sales;

(2) total gross retail premiums (written);

(3) the number of claims registered;

(4) average number of policies in force;

(5) claims frequency;

(6) the number of claims accepted;

(7) the number of claims rejected;

(8) claims acceptance rate;

(9) total claims pay-out cost;

(10) average claims pay-out;

(11) the amount that the top 2% of claim pay-outs are above;

(12) the names of the five largest distribution arrangements;

(13) the number of claims walkaways;
(14) the number of claims complaints; and
(15) claims complaints as a percentage of claims.

Annual submission date and reporting period

16.27.12 R (1) The value measures report must be submitted annually on or before 28 February and contain information in relation to the immediately preceding reporting period.

(2) Where a firm carried on business in relation to one or more of the products set out in ■ SUP 16 Annex 48R for part of a reporting period, its value measures report should contain value measures data for the part of the reporting period that it operated.

Format and method of submission and format

16.27.13 R A value measures report must be completed using the form and format set out in ■ SUP 16 Annex 48AR, using the notes for completion in ■ SUP 16 Annex 48BG.

16.27.14 R The report must be submitted online through the appropriate systems accessible from the FCA’s website.

16.27.15 R A value measures report will not be considered as submitted to the FCA unless all the mandatory reporting fields set out in ■ SUP 16 Annex 48AR have been completed correctly and the report has been accepted by the relevant FCA reporting system.

16.27.16 G 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 16.3.9R (Method of submission of reports) should be used.

Value measures disclosure

16.27.17 R Any firm that submits a value measures report to the FCA must include a statement that:

it understands that the FCA produces and publishes guidance that contains the value measures data that the firm submitted to the FCA; and/or

it has informed any other firm to whom the relevant value measures data relate that the FCA publishes the guidance referred to in (1).

Publication of value measures data by the FCA

16.27.18 G The FCA publishes guidance that contains the value measures data for the following purposes:
(1) to promote competition in relation to product value, by creating incentives for firms to make improvements to products and address poor product performance; and

(2) to protect consumers by reducing the potential for harm caused by the sale or purchase of poor value products.

The FCA publishes firm-level value measures data in bands. The FCA will only publish firm-level value measures data in bands for claims frequency, claims acceptance rate, average claims pay-outs and claims complaints as a percentage of claims where the value measures report shows that, in respect of the relevant product, both of the criteria in SUP 16.27.10R(2)(a) and (b) have been met.
16.28 Home insurance and motor insurance pricing reporting

Who?

16.28.1 The effect of [SUP 16.1.1R is that this section applies to every firm of a type listed in column 1 of the table in [SUP 16.28.8R.]

What?

16.28.2 This section applies to a firm which has carried on the business described in column 2 of the table in [SUP 16.28.8R in relation to any of the following types of general insurance contracts:

1. home insurance; or
2. motor insurance.

16.28.3 This section does not apply in relation to the following types of products:

1. policies entered into by a commercial customer; or
2. group policies.

Purpose

16.28.4 The purpose of this section is to require firms to submit information on their home insurance and motor insurance contracts, add on policies and retail premium finance in a standard format to the FCA. This information will assist the FCA in pursuing the purposes of [SUP 16.28 as set out in [SUP 16.2.1G.]

Definitions

16.28.5 In this section and [SUP 16 Annex 49AR and [SUP 16 Annex 49BG:

“add-on policy” means An additional product which is a general insurance contract sold as a separate contract or policy in connection with, or alongside, a motor insurance or home insurance policy.

“average prior year gross premium” means The average gross premium paid by a customer of tenure Tn for the product in the reporting category when that customer’s tenure was Tn-1.
**“buildings and contents” means** \(Home\ \text{insurance}\ \text{cover}\ \text{for}\ \text{both}\ \text{the}\ \text{structure}\ \text{and}\ \text{contents}\ \text{of}\ \text{domestic}\ \text{properties,}\ \text{including}\ \text{any}\ \text{core}\ \text{related}\ \text{liability}\ \text{cover.}}\)

**“buildings only” means** \(Home\ \text{insurance}\ \text{cover}\ \text{for}\ \text{the}\ \text{structure}\ \text{of}\ \text{(but\ not\ the\ contents\ of)}\ \text{domestic}\ \text{properties,}\ \text{including}\ \text{any}\ \text{core}\ \text{related}\ \text{liability}\ \text{cover.}}\)

**“claims-related reporting period” means** The period elected by a firm for the purposes of providing the additional claims-related information in SUP 16.28.12R for the core product which must be either (i) the reporting period or (ii) to the extent that it is different from the reporting period, the firm’s own financial year.

**“contents only” means** \(Home\ \text{insurance}\ \text{cover}\ \text{for}\ \text{the}\ \text{contents}\ \text{of}\ \text{(but\ not\ the\ structure\ of)}\ \text{domestic}\ \text{properties,}\ \text{including}\ \text{any}\ \text{core}\ \text{related}\ \text{liability}\ \text{cover.}}\)

**“core product” means** The home insurance or motor insurance policy, including any cover extension or optional extra which forms part of the same contract as that policy, irrespective of whether that cover extension or optional extra is an additional product.

**“expected claims cost” means** The expected risk cost when calculating the policy’s premium, excluding any loading for expenses (including claims handling) or profit and gross of reinsurance.

**“expected claims ratio” means** The expected claims cost as a percentage of the gross written premium.

**“fees” means** A firm’s remuneration in relation to its home insurance and motor insurance business which is paid by the customer and which is not included in the gross premium paid by the customer for the core product, add-on policy or retail premium finance as reported by the firm.

**“gross premium” means** The gross price charged for a core product or add-on policy.

**“net-rated premium” means** The net-rated price charged for a core product or add-on policy.

**“price-setting intermediary” means** An insurance intermediary whose role includes setting the gross premium paid by the customer for the core product or setting the price of any add-on policy, or retail premium finance.

**“reporting period” means** the 12-month period beginning on 1 January and ending on 31 December.
Requirement to submit a pricing information report

Where a firm of a type set out in column 1 of the table in SUP 16.28.8R has carried on the business in column 2 of the same row in relation to home insurance or motor insurance products, it must:

(1) submit to the FCA a report containing the specified information in relation to their home insurance and motor insurance products, add-on policies, retail premium finance and fees; and

(2) submit the report in accordance with SUP 16.28.14R to SUP 16.28.18R.

A TP firm or a Gibraltar-based firm which is of a type set out in column 1 of the table in SUP 16.28.8R (or which is treated as if it is) and has carried on the business in column 2 of the same row in relation to home insurance or motor insurance products in the UK must:

(1) submit to the FCA a report containing the specified information in relation to their UK home insurance and motor insurance products, add on policies, retail premium finance and fees; and

(2) submit the report in accordance with SUP 16.28.14R to SUP 16.28.18R.

This is the table referred to in SUP 16.28.1R, 16.28.2R, 16.28.6R and 16.28.7R

<table>
<thead>
<tr>
<th>(1) Type of firm</th>
<th>(2) Nature of business</th>
</tr>
</thead>
<tbody>
<tr>
<td>An insurer</td>
<td>Contracts of insurance effected by the insurer.</td>
</tr>
<tr>
<td>A non-price setting insurance intermediary</td>
<td>Contracts of insurance in relation to which:</td>
</tr>
<tr>
<td></td>
<td>(a) the insurance intermediary carried on or was responsible for insurance distribution activities; but</td>
</tr>
<tr>
<td></td>
<td>(b) the firm was not acting as a price-setting intermediary.</td>
</tr>
<tr>
<td>A price-setting insurance intermediary</td>
<td>Contracts of insurance, in relation to which:</td>
</tr>
<tr>
<td></td>
<td>(a) the price-setting intermediary carried on or was responsible for insurance distribution activities; and</td>
</tr>
<tr>
<td></td>
<td>(b) the firm was acting as a price-setting intermediary.</td>
</tr>
<tr>
<td>A managing agent</td>
<td>Contracts of insurance written at Lloyd’s.</td>
</tr>
<tr>
<td>An insurer, insurance intermediary or managing agent</td>
<td>Additional products relating to contracts of insurance where the firm is responsible for setting the price of the additional product.</td>
</tr>
</tbody>
</table>

Firms must comply with the following in relation to the table in SUP 16.28.8R.
Section 16.28: Home insurance and motor insurance pricing reporting

(1) Where different insurers or managing agents underwrite different elements of the cover that forms part of the same core policy, then the insurer or managing agent underwriting the largest proportion of the cover (and in the event of any doubt, the first part of the cover recorded in the policy) must report the pricing information in SUP 16.28.11R and SUP 16.28.12R for all elements of the policy.

(2) Only the firm which sets the price of an additional product to be paid by a consumer is required to report the pricing information in SUP 16.28.13R in respect of that additional product. Where the additional product is retail premium finance and its price is set by a retail premium finance provider (and not by an insurer, an insurance intermediary or managing agent), the insurer, insurance intermediary or managing agent which has the direct relationship with the consumer must report the pricing information in SUP 16.28.13R in respect of that retail premium finance.

(3) Only the firm which levies fees on a consumer is required to report the pricing information in SUP 16.28.13R in respect of those fees.

(4) Where an insurance intermediary forgoes commission or gives a cash or cash-equivalent incentive (within the meaning of ICOBS 6B.2.12R) on the premium on gross-rated business, this business must only be reported by the insurer with its gross-rated business (not separately by the insurance intermediary).

(5) An insurance intermediary must notify the FCA if the firm forgoes commission or gives a cash or cash-equivalent incentive (within the meaning of ICOBS 6B.2.12R) on the gross price set by the insurer on either or both of more than 25% of the home insurance policies or more than 25% of the motor insurance policies sold by the firm in a reporting period.

Content of the report and pricing information

A pricing information report must contain pricing information set out in SUP 16.28.11R (core pricing information for the core product), SUP 16.28.12R (additional claims-related information for the core product) and SUP 16.28.13R (pricing information for related additional products and fees) as follows:

(1) the information must be completed separately in respect of each firm’s home insurance and motor insurance business;

(2) where a firm has a multi-product policy which includes both home insurance and motor insurance in a single policy, that policy should be split between home insurance and motor insurance and reported as two separate policies.

(3) the information in SUP 16.28.11R and SUP 16.28.12R must be provided on an aggregated basis for each of the following product types in a firm’s motor insurance business, including the closed books which must also be separately disclosed in (11) below:

(a) car;

(b) motorcycles, including tricycles; and

(c) other (being product types not included in (a) or (b));
(4) the information in SUP 16.28.11R and SUP 16.28.12R must be provided on an aggregated basis for each of the following product types in a firm’s home insurance business, including the closed books which must also be separately disclosed in (11) below:
   (a) buildings only;
   (b) contents only; and
   (c) buildings and contents;

(5) in respect of the information in SUP 16.28.11R only, the aggregated information for each of the categories set out in (3) and (4) must be further split out into products sold via the following types of channel:
   (a) direct (aggregated across all direct sales including telephone, internet and branch);
   (b) price comparison websites (aggregated across all price comparison websites);
   (c) intermediated (aggregated across sales made through insurance intermediaries, excluding those sales included in (b) or (d); and
   (d) affinity/partnership schemes (aggregated across all such schemes);

(6) in splitting the information in SUP 16.28.11R on products into the types of channel via which they were sold in accordance with (5), products should be allocated to the type of channel used to determine the channel for the purposes of determining the equivalent new business price for that customer in accordance with ICOBS 6B.2.5R;

(7) where a price-setting intermediary makes sales directly to consumers, the information in SUP 16.28.11R on these products should be allocated to the direct sales type of channel in (5)(a), not the intermediated type of channel in (5)(c);

(8) the pricing information in SUP 16.28.11R for each type of channel in (5) must be further split into categories representing the tenure of the customers (broken down by the year of tenure);

(9) insurers and managing agents must report the required information in SUP 16.28.11R for each channel and tenure combination as derived from (5) and (8) separately for gross-rated business and net-rated business;

(10) in respect of the information in SUP 16.28.12R only, the aggregated information for each of the categories set out in (3) and (4) must be reported as the total aggregated for each product type (no split between type of channel or tenure);

(11) pricing information in SUP 16.28.11R only must also be provided separately, split into the type of home insurance product or motor insurance product (where relevant) for each segment of business that:
   (a) is a closed book containing 10,000 policies or more; or
   (b) comprises all other closed books which are not reported in (a) above, on an aggregated basis;
(12) the pricing information for closed books in (11) must be further split out into categories representing the tenure of customers (broken down by year of tenure);

(13) pricing information in SUP 16.28.13R for related additional products must be split out between each of the following:
   (a) retail premium finance; and
   (b) add-on policies;

(14) pricing information in SUP 16.28.13R for fees must be split out between each of the following:
   (a) pre-contractual fees; and
   (b) post-contractual fees; and

(15) the pricing information in (13) and (14) must then be further split into categories representing the tenure of the customers (broken down by the year of tenure).

### 16.28.11

The core pricing information for the core product is:

1. total gross written premium;
2. total net-rated written premium (net-rated business only);
3. average gross premium;
4. average net-rated premium (net-rated business only);
5. average prior year gross premium;
6. number of policies in force at the end of the reporting period;
7. total number of policies incepted or renewed;
8. expected claims ratio;
9. expected claims cost; and
10. proportion of customers where the expected claims ratio falls within each of the following bandings:
   (a) greater than 0% but less than or equal to 10%;
   (b) greater than 10% but less than or equal to 20%;
   (c) greater than 20% but less than or equal to 30%;
   (d) greater than 30% but less than or equal to 40%;
   (e) greater than 40% but less than or equal to 50%;
   (f) greater than 50% but less than or equal to 60%;
   (g) greater than 60% but less than or equal to 70%;
   (h) greater than 70% but less than or equal to 80%; and
   (i) greater than 80%.
The additional claims-related information for the core product is:

1. total earned *premium*;
2. average earned *premium*;
3. *gross incurred claims ratio*;
4. developed *gross incurred claims ratio* for the claim-related reporting period 1 year prior to the current such period;
5. developed *gross incurred claims ratio* for the claim-related reporting period 2 years prior to the current such period;
6. developed *gross incurred claims ratio* for the claim-related reporting period 3 years prior to the current such period;
7. total prior year’s reserve release; and
8. total prior year’s reserve strengthening.

The pricing information for related additional products and pre- and post-contractual fees that are not part of the gross *premium* for the core product is:

1. the total charged for *retail premium finance* (including *retail premium finance* on add-on policies);
2. the number of customers with *retail premium finance*;
3. the APR range;
4. the total gross written *premiums* for add-on policies incepted or renewed;
5. the number of add-on *policies* incepted or renewed;
6. the total pre-contractual fees paid by all customers;
7. the average pre-contractual fees across those customers who incurred fees;
8. the total post-contractual fees paid by all customers; and
9. the average post-contractual fees across those customers who incurred fees.

**Annual submission date and reporting period**

The pricing information report containing the information in ▲SUP 16.28.11R and ▲SUP 16.28.13R in relation to the reporting period (which begins on 1 January and ends on 31 December of the immediately preceding calendar year) must be submitted annually on or before 31 March.
16.28.15 | The pricing information report containing the information in SUP 16.28.12R in relation to the claims-related reporting period must be submitted either:

(1) where a firm’s claims-related reporting period is the reporting period, annually on or before 31 March; or

(2) where a firm’s claims-related reporting period is not the reporting period, annually on the date which is 3 months following the end of the claims-related reporting period.

Format and method of submission and format

16.28.16 | A pricing information report must be completed using the forms and format set out in SUP 16 Annex 49AR, using the notes for completion in SUP 16 Annex 49BG.

16.28.17 | The report must be submitted online through the appropriate systems accessible from the FCA’s website.

16.28.18 | A pricing information report will not be considered as submitted to the FCA unless all the mandatory reporting fields set out in SUP 16 Annex 49AR have been completed correctly and the report has been accepted by the relevant FCA reporting system.

16.28.19 | 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 16.3.9R (Method of submission of reports (see SUP 16.3.8R)) should be used.
16.29 MIFIDPRU Remuneration Report

Application

16.29.1 This section applies to a MIFIDPRU investment firm, except where:

(1) the MIFIDPRU investment firm is part of a group to which prudential consolidation applies in accordance with provisions of the UK CRR and the PRA Rulebook; and

(2) the reports in (3) have been submitted to the PRA on behalf of the consolidation group and each covers the MIFIDPRU investment firm.

(3) the reports referred to in (2) are:
(a) the Remuneration Benchmarking Information Report; and
(b) the Higher Earners Report.

Purpose

16.29.2 The purpose of this section is to ensure that the FCA receives regular information in a standard format to assist it in assessing the effectiveness of a MIFIDPRU investment firm’s remuneration and incentive arrangements.

Reporting requirement

16.29.3 A firm to which this section applies must submit the MIFIDPRU Remuneration Report:

(1) in the format set out in SUP 16 Annex 51R;

(2) in accordance with the instructions in SUP 16 Annex 51G; and

(3) online through the appropriate systems accessible from the FCA’s website.

16.29.4 The information in the MIFIDPRU Remuneration Report must be denominated in pound sterling.

16.29.5 Where a MIFIDPRU investment firm does not form part of an investment firm group to which consolidation applies under MIFIDPRU 2.5, it must complete the report on a solo basis in respect of remuneration awarded in the last completed financial year to all relevant staff of the firm who mainly carried on their professional activities within the UK.
Where a MIFIDPRU investment firm forms part of an investment firm group to which consolidation applies under MIFIDPRU 2.5, it must not complete the report on a solo basis. The MIFIDPRU investment firm must complete the report on a consolidated basis in respect of remuneration awarded in the last completed financial year to all relevant staff of the firm who mainly undertook their professional activities within the UK.


16.29.7 SUP 16.3.25G permits a single report to be submitted to meet the reporting requirements of all firms in a group.

Frequency and timing of report

16.29.8 (1) A firm to which this section applies must submit a MIFIDPRU Remuneration Report to the FCA annually.

(2) The firm must submit that report to the FCA within 4 months of the end of the firm’s accounting reference date.
# 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>2 Has the firm complied with the prohibition in section 40 of the Immigration</td>
<td>Yes / No / N/A</td>
</tr>
<tr>
<td>Act 2014, the requirements in section 40A, 40B and 40C of the Immigration</td>
<td></td>
</tr>
<tr>
<td>Act 2014 and any requirements imposed by or under the Immigration Act 2014</td>
<td></td>
</tr>
<tr>
<td>(Bank Accounts) Regulations 2014?</td>
<td></td>
</tr>
<tr>
<td>3 Did the firm generate income from regulated activities in the accounting</td>
<td>Yes / No / N/A</td>
</tr>
<tr>
<td>period?</td>
<td></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</td>
<td>Yes / No / N/A</td>
</tr>
<tr>
<td>audit, has the auditor qualified their opinion, added an explanatory paragraph</td>
<td></td>
</tr>
<tr>
<td>expressing an adverse opinion and/or provided written comment on internal</td>
<td></td>
</tr>
<tr>
<td>controls?</td>
<td></td>
</tr>
</tbody>
</table>

[Upload functionality]
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.

**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></td>
<td><em>Firms</em> 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 <em>firm</em> 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><em>Firms</em> 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><em>Firms</em> should indicate if the total value of their assets is greater or equal to the total value of their liabilities by selecting 'Yes'. Where <em>firms'</em> 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><em>Firms</em> 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 expressing an adverse opinion 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 expressing an adverse opinion;

(c) included a paragraph headed:

(i) emphasis of matter;

(ii) other matter; or

(iii) material uncertainty related to going concern; or

(d) provided written comment on internal controls.

*Firms* should select ‘No’ if:

(e) the annual report and accounts have been subject to an audit, but none of the conditions at (a) to (d) apply.

*Firms* should select ‘N/A’ if:

(f) the firm is not subject to an audit requirement; or

(g) the firm is not required to submit their annual report and accounts.

### 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 40C 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 6R
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_Annex_9_20201001.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_Chapter16_Annex9a_20201001.pdf
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>Breach Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The specific rule in COLL or FUND that has been breached.</td>
<td></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>Findings</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A brief description of findings and conclusions, including examples.</td>
<td></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]
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 and its appointed representatives on the Financial Services Register

8A. Information about any appointed representative of the firm
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_16_Annex_18A_20201001.pdf*
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>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>
<tr>
<td>RMAR</td>
<td>Retail Mediation Activities Return, i.e. the information requirements to which these notes refer.</td>
</tr>
</tbody>
</table>
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]
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>Threshold conditions</td>
<td>Section D (capital requirements)</td>
</tr>
<tr>
<td></td>
<td>Section E (professional indemnity insurance)</td>
</tr>
<tr>
<td>Training and Competence</td>
<td>Section F (save in relation to questions about approved persons)</td>
</tr>
<tr>
<td>Adviser charges</td>
<td>Section G</td>
</tr>
<tr>
<td></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.

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.

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>
<tbody>
<tr>
<td>Does your firm receive or hold money in the course of, or in connection with, its insurance distribution activity?</td>
<td>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.</td>
</tr>
<tr>
<td>Has your firm elected under CASS 7.10.3R(1) or (2) to comply with CASS 7?</td>
<td>You should answer ‘yes’ or ‘no’ under each of the headings, as appropriate. CASS 5 Client money: see CASS 5.1</td>
</tr>
<tr>
<td>How does your firm hold money received in the course of, or in connection with, its insurance distribution activity?</td>
<td>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.</td>
</tr>
<tr>
<td>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?</td>
<td>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.</td>
</tr>
<tr>
<td>If non-statutory, has an auditor’s confirmation of systems and controls been obtained?</td>
<td>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.</td>
</tr>
<tr>
<td>Is client money invested or placed in anything other than a client bank account?</td>
<td>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.</td>
</tr>
<tr>
<td>Highest client money requirement (for money)</td>
<td>See CASS 5.5.63R and CASS 5.5.66R to CASS 5.5.67R</td>
</tr>
<tr>
<td>Question</td>
<td>Guidance notes</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| held as *client money*, taken from the *firm's client money* calculations) | 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. |
| Highest account balance (for *money* held as *client money*, taken from the *firm's* records) | 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).  
  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.  
  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. |
| Highest account balance for *money* held purely as agent of insurer (and not co-mingled with *client money*) | 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.  
  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.  
  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. |
| *Client money* requirement as at end of the reporting period             | See CASS 5.5.63R and CASS 5.5.66R to CASS 5.5.68R                                                                                                                                                               |
| *Client money* resource as at end of the reporting period               | See CASS 5.5.63R and CASS 5.5.65R                                                                                                                                                                               |
| Surplus (+) or deficit (-) of *client money* resource against *client money* requirement | See CASS 5.5.63R This should be the difference between the *client money* requirement and the *client money* resource.                                                                                                                                 |
| Adjustments made to withdraw an excess or rectify a deficit            | 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. |
| Is your *firm* exempt from the client asset audit requirement?          | See SUP 3.1.2R note 4  
  If the *firm* does not hold *client money* or other client assets in relation to insurance intermedi... |
<table>
<thead>
<tr>
<th>Question</th>
<th>Guidance notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>If not exempt, have you obtained a client assets audit in the last 12 months?</td>
<td>Firms to which note 4 applies should answer this question.</td>
</tr>
<tr>
<td>What is the name of your firm’s client assets auditor?</td>
<td>Enter the name of the firm’s auditor as it appears on the Financial Reporting Council’s register of statutory auditors.</td>
</tr>
<tr>
<td>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?</td>
<td>This refers to the opinion at the end of the audit period. The firm should select from ‘clean’, ‘qualified’ or ‘adverse’, as appropriate. In this question, the period end date refers to the period covered by the audit report and will therefore refer to a different period to the reporting period for this return. Firms to which note 4 applies should answer this question.</td>
</tr>
<tr>
<td>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?</td>
<td>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. If the firm is subject to the requirements of CASS 5.8, state ‘yes’ here.</td>
</tr>
<tr>
<td>Does your firm hold any client documents or other assets (other than client money) in accordance with CASS 5.8?</td>
<td></td>
</tr>
</tbody>
</table>

**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 MIFIDPRU, 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-IN 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-IN 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-IN 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.
### SUP 16 : Reporting

#### Annex 18B

**Capital requirements (higher of above)**
The higher of the base requirement and 5% of annual income (firms that hold client money or other client assets), or the higher of the base requirement and 2.5% of annual income (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 firms. If this is the case for your firm, you should enter the relevant amount here. This excludes capital resources requirements in relation to PII, which are recorded below.

If the firm carries on designated investment business as well as home finance mediation activity, insurance distribution activity or both, requirements under IPRU(INV), MIFIDPRU 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 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 firms as applicable.

For firms that are additionally subject to IPRU(INV) or MIFIDPRU, this should be the higher of the capital resources per MIPRU 4 and the financial resources determined by IPRU(INV) or MIFIDPRU. See MIPRU 4.4.1R.

**Capital resources excess/deficit**
This should show the difference between the capital resources that the firm has and its capital resources requirement.

### Personal investment firm (retail investment activities only) – IPRU(INV) 13

**Note:** 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 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 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 firms. If this is the case for your firm, you should enter the relevant amount here. This excludes capital resources...
requirements in relation to PII, 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.

Any reserves that have not been audited should not be included in this field unless the firm is eligible to do so under MIPRU 4.4.2R(3).

Interim net profits

Interim net profits should be verified by the firm's external auditor, net of tax or anticipated dividends and other appropriations.

Any interim net profits that have not been verified should not be included in this field unless the firm is eligible to do so under MIPRU 4.4.2R(3).

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.
SUP 16 : Reporting

requirements

| 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-INV 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-
**SUP 16 : Reporting**

**Annex 18B**

**requirements**

equivalent cover in lieu of PII, or is it otherwise exempt from holding PII in respect of any regulated activities (tick as appropriate)?

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;
- 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. Where the **RMAR** form requires information which a *firm* has not submitted previously then this should be completed in the first submission period after those changes have come into force.

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**.

You should select ‘yes’ or ‘no’ to identify whether there has been a change in the cover in your *firm’s* PII policy or policies since the last reporting date. If you enter ‘yes’ then you should specify any changes to the level of excess, period of cover or exclusion(s) in the relevant data fields.

### Part 2

<table>
<thead>
<tr>
<th>What activities are covered by the policy(ies)?</th>
</tr>
</thead>
<tbody>
<tr>
<td>You should indicate which <strong>regulated activities</strong> are covered by the <em>firm’s</em> PII policy or policies.</td>
</tr>
</tbody>
</table>
If your policy excludes all business activities carried on prior to a particular date (i.e. a retroactive start date), then insert the date here, if not please insert ‘n/a’.

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.

Insurance intermediaries, 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...
### SUP 16 : Reporting requirements

#### Annex 18B

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy excess</td>
<td>For insurance intermediaries and home finance intermediaries, see MIPRU 3.2.10-14R. For personal investment firms, see IPRU-INV 13.1.25R.</td>
</tr>
<tr>
<td>Increased excess(es) for specific business types</td>
<td>If the prescribed excess limit is exceeded for a type or types of business, the type(s) of business to which the increased excess applies and the amount(s) of the increased excess should be stated here.</td>
</tr>
<tr>
<td>(only in relation to business you have undertaken in the past or will undertake during the period covered by the policy)</td>
<td></td>
</tr>
<tr>
<td>Policy exclusion(s) (only in relation to exclusions you have had in, or will have during, the period covered by the policy)</td>
<td>If there are any exclusions in the firm’s PII policy which relate to any types of business or activities that the firm 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.</td>
</tr>
<tr>
<td>Time period to which the policy exclusion(s) relate</td>
<td>For any exclusions in the firm’s PII policy, the firm should select whether the exclusion applies to types of business or activities carried out in the past (‘past business’), during the period covered by the policy (‘future business’) or both (‘past and future business’).</td>
</tr>
<tr>
<td>Type of exclusion(s) (only in relation to business you have undertaken in the past or will undertake during the period covered by the policy)</td>
<td>The firm should enter the type of exclusion from the drop-down list. Some typical types include the volume of business or activity covered by the policy, the specific type of a particular business/activity covered by the policy and sub-limits to the level of indemnity for particular types of business/activity.</td>
</tr>
<tr>
<td>Start Date</td>
<td>The date the current cover began.</td>
</tr>
<tr>
<td>End Date</td>
<td>The date the current cover expires.</td>
</tr>
</tbody>
</table>
Insurer name (please select from the drop-down list)

The firm should select the name of the insurance undertaking or Lloyd's syndicate providing cover named on the schedule or certificate of insurance. If the PII provider is not listed you should select ‘other’.

If a policy is underwritten by more than one insurance undertaking or Lloyd's syndicate, you should select the name of the lead insurer on your schedule or certificate of insurance.

Annual income as stated on the most recent proposal form

This should be the income as stated on the firm’s most recent PII proposal form. For a personal investment firm, this is relevant income arising from all of the firm’s 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 firm’s most recent annual financial statement from the relevant regulated activity or activities (MIPRU 4.3.1R to MIPRU 4.3.3R).

Amount of additional capital required for increased excess(es) (where applicable, total amount for all PII policies)

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 firm’s PII policies) should have been reported under ‘additional capital requirements for PII’ and/or ‘additional own funds for PII’ in Section D.

Amount of additional own funds required for policy exclusion(s)

Personal investment firms 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 firm’s PII policies) should have been reported under ‘additional capital requirements for PII’ and/or ‘additional capital resources for PII’ in Section D.

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-INV 13.1.23R to 13.1.27R for all of the firm’s PII policies.

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:
   - decreasing the percentage of shares held in the firm from 20% or more to less than 20%; or
   - decreasing the percentage of shares held in a parent undertaking of the firm from 20% or more to less than 20%; or
   - 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
   - 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.
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?

If yes, has the FCA been notified of it?

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?

1 Total number of employees at the firm as at the end of the reporting period

Of which:

2 Number of employees that give advice in each area

Indicate whether the firm undertook any of the stated activities by selecting “Y” or “N” for each of the columns.

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.

‘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.
<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>Number of individual advisers employed by the firm</td>
<td>The total should be the actual number of individual advisers employed by the firm, regardless of whether they advise in one or more areas.</td>
</tr>
<tr>
<td>3</td>
<td>Number of employees that give advice (FTE)</td>
<td>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.</td>
</tr>
<tr>
<td>4</td>
<td>Number of employees that supervise others to give advice in each area</td>
<td>Note the requirements in the Training &amp; 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.</td>
</tr>
<tr>
<td>27</td>
<td>Number of individual employees with supervisory responsibilities</td>
<td>The total should be the actual number of individual supervisors at the firm, regardless of whether they supervise in one or more areas.</td>
</tr>
<tr>
<td>5</td>
<td>Number of advisers assessed as competent by the firm in each area</td>
<td>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 &amp; 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.</td>
</tr>
<tr>
<td>30</td>
<td>Number of advisers assessed as competent in one or more areas</td>
<td>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.</td>
</tr>
<tr>
<td>18</td>
<td>Number of fully qualified advisers</td>
<td>The total number of advisers holding appropriate qualifications to carry on activities 2, 3, 4, 6, 12 and 13 in TC Appendix 1.1.1R (other than in relation to a Holloway sickness policy where the Holloway policy special application conditions are met).</td>
</tr>
<tr>
<td>19</td>
<td>Number of advisers holding a valid Statement of Professional Standing (SPS)</td>
<td>The total number of retail investment advisers holding a valid SPS from an accredited body.</td>
</tr>
<tr>
<td>6</td>
<td>Number of advisers that hold an appropriate qualification in each area</td>
<td>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.</td>
</tr>
</tbody>
</table>
### SUP 16 : Reporting requirements

#### Annex 18B

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>29</td>
<td><strong>Number of individual advisers holding at least one appropriate qualification</strong></td>
<td>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.</td>
</tr>
<tr>
<td>25</td>
<td><strong>Number of employees that left the firm during the reporting period</strong></td>
<td>The total should be the actual number of employees whose last day of employment fell within the reporting period.</td>
</tr>
<tr>
<td>7</td>
<td><strong>Number of advisers that left the firm during the reporting period</strong></td>
<td>This is the total number of advisory employees whose last day of employment fell within the reporting period.</td>
</tr>
<tr>
<td>28</td>
<td><strong>Number of individual advisers that left the firm during the reporting period</strong></td>
<td>The total should be the actual number of individual advisers whose last day of employment fell within the reporting period.</td>
</tr>
<tr>
<td></td>
<td><strong>Non-investment insurance (retail customers)</strong></td>
<td>For each type of advice, the firm should indicate whether or not advice has been provided on that basis / business type.</td>
</tr>
<tr>
<td>20</td>
<td><strong>Which types of non-investment insurance advice were provided by the firm in the reporting period?</strong></td>
<td><strong>Fair Analysis of the Market</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>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).</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Restricted – Multi-tie</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A firm provides advice on products selected from a limited number of provider firms.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Restricted – Single-tie</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>A firm provides advice on products selected from one provider firm only.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Mortgages (and second and subsequent charge mortgages)</strong></td>
</tr>
<tr>
<td>21 and 22</td>
<td><strong>Which types of mortgage advice were provided by the firm in the reporting period?</strong></td>
<td>For each type of advice, the firm should indicate whether or not advice has been provided on that basis / business type.</td>
</tr>
<tr>
<td></td>
<td><strong>What types of second (and subsequent) charge mortgage advice were provided by the firm in the reporting period?</strong></td>
<td><strong>Firms</strong> should refer to MCOB 4.4A when answering these questions.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Retail Investment Advice</strong></td>
</tr>
<tr>
<td>23</td>
<td><strong>Which types of retail investment advice were provided by the firm in the reporting period?</strong></td>
<td><strong>Independent</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>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 invest-</td>
</tr>
</tbody>
</table>
ment 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:

(a) it makes personal recommendations to retail clients in relation to retail investment products which are not independent advice; or

(b) 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'.

Clawed back commission (retail investment firms only)

<table>
<thead>
<tr>
<th></th>
<th>Number of policies where cancellations have led to commissions being clawed back during the reporting period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>Clawed back commission by number:</td>
</tr>
<tr>
<td>14</td>
<td>Clawed back commission by value: Total value of clawed back commission during the period.</td>
</tr>
</tbody>
</table>

Sub heading: Professional standards data

**Professional Standards Data**

<table>
<thead>
<tr>
<th></th>
<th>Adviser ID</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Surname</td>
</tr>
<tr>
<td></td>
<td>Forename</td>
</tr>
<tr>
<td></td>
<td>Individual Reference Number (IRN)</td>
</tr>
<tr>
<td></td>
<td>Please enter the adviser's IRN if they have one.</td>
</tr>
<tr>
<td></td>
<td>If the adviser has an IRN, no further ID details are required and the firm should move on to complete the 'adviser qualification' questions.</td>
</tr>
<tr>
<td></td>
<td>NI Number, Date of Birth, Passport Number, Nationality</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>
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:

(a) permits or requires him to carry on business of a description prescribed in the Appointed Representatives Regulations; and

(b) 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:

(a) is solvent;

(b) is suitable to act for the firm in that capacity; and

(c) has no close links which would be likely to prevent the effective supervision of the person by the firm;

(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;

(4) the firm is ready and organised to comply with the other applicable requirements contained or referred to in SUP 12; and

(5) the person’s activities do not, or would not, result in undue risk of harm to consumers or market integrity.

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>‘Core business’ for these purposes is the activity from which the largest percentage of the firm’s gross income is derived.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do regulated activities form the core business of the firm?</td>
<td>Note for an authorised professional firm (‘APF’) specifying that its core business is ‘professional’</td>
</tr>
</tbody>
</table>
If not, specify type of core business

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.

Monitoring of Appointed Representatives (‘ARs’)

Number of ARs registered with the firm as at the end of the reporting period

Total number of ARs for which the firm has regulatory responsibility, as at the end of the reporting period.

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.

<table>
<thead>
<tr>
<th>Total non-investment insurance premium derived from retail customers (annualised)</th>
<th>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.</th>
</tr>
</thead>
</table>

(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).

**[Note: Lloyd’s brokers are exempt from the reporting requirement in this section]**

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

You should state here the total of premiums payable by Retail customers during the reporting period in relation to non-investment insurance products.

Of this business, please indicate in column D

If this business is significant (see definition above)
 reporting requirements

where this business is significant (see notes above)

Product types:

for one or more product types, this should be indicated in column D.

The product types in this table are defined in the Interim Prudential sourcebook for insurers (‘IPRU(INS)’).

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>
<tr>
<td>Both Parts 1 and 2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

[Notes: Home purchase, reversion and regulated sale and rent back activity should be included under the home finance headings in this section of the RMAR]
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</th>
<th>FCA Annual Income (£s)</th>
<th>FOS Relevant Annual Income (£s)</th>
<th>FSCS Annual Eligible Income (£s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home finance intermediation</td>
<td>FEES 4 Annex 11AR, 13G</td>
<td>FEES 5 Annex 1R industry block 16</td>
<td>FEES 6 Annex 3AR category 4.1</td>
</tr>
<tr>
<td>General insurance distribution</td>
<td>FEES 4 Annex 11AR, 13G</td>
<td>FEES 5 Annex 1R industry block 17</td>
<td>FEES 6 Annex 3AR category 1.1</td>
</tr>
<tr>
<td>Life distribution and investment intermediation</td>
<td>FEES 4 Annex 11AR, 13G</td>
<td>FEES 5 Annex 1R industry block 8, 9</td>
<td>FEES 6 Annex 3AR category 2.1</td>
</tr>
</tbody>
</table>

**Section K Adviser charges**

In this section we are seeking data from firms about adviser charges in respect of a firm providing a personal recommendation to a retail client on a retail investment product (COBS 6.1A and COBS 6.1B). We will use the data we collect to monitor and analyse the way these firms comply with the rules on adviser charges.

For the purposes of this guidance on section K and the field labels used on the data collection form, it has been assumed that the form will be completed on the default accruals basis set out in paragraph 15 in the accounting principles section of this Annex. Where a firm elects to report on a cash basis, in accordance with paragraph 15A in the accounting principles section of this Annex, references to the amount due within the reporting period should be read to mean the amount received within the reporting period.

The data in this section should only relate to the provision of a personal recommendation by the firm to a retail client for a retail investment product (or any related service provided by the firm).

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 *farm* 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.

Revenue from ongoing adviser charges (rows 3 and 8) | *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>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indicate the type(s) of advice provided by the firm</td>
<td>Independent</td>
<td>Adviser charges paid directly by retail clients</td>
</tr>
<tr>
<td>Adviser charges facilitated by product providers or platform service providers</td>
<td></td>
<td>Adviser charges facilitated by product providers or platform service providers</td>
</tr>
</tbody>
</table>

**Section 1 – Independent advice**

<table>
<thead>
<tr>
<th>Retail investment products revenue from adviser charges (monetary amount)</th>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue from all initial adviser charges including initial, one-off and ad hoc adviser charges</td>
<td>£600</td>
<td>£400</td>
</tr>
<tr>
<td>Revenue from ongoing adviser charges</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Payments of initial adviser charges (number)**

<table>
<thead>
<tr>
<th>Aggregate number of initial adviser charges payable as lump-sum payments due from retail clients within the reporting period</th>
<th>0.60</th>
<th>0.40</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aggregate sum of the proportion of initial adviser charges, payable through regular instalments, due from retail clients within the reporting period</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please note: for the purpose of this example, rows 4 to 5 are also completed.

If a firm offsets the adviser charge due from the retail client with trail commission received from an investment product provider for investments held by that retail client before 31 December 2012, firms should report the total adviser charge that is agreed with the retail client. This is illustrated in example 5. The conditions under which a firm may receive such commission are set out in COBS 6.1A.4AR and there is further guidance at COBS 6.1A.4AAG.

**Example 5 – Commission offset against an adviser charge**

A firm giving independent advice enters into an agreement to provide a retail client with ongoing advice. The firm charges the retail client £500 for this ongoing advice, but receives £200 in trail commission for existing investments held by the retail client. This trail commission is used to reduce the actual amount due from the retail client to £300. Firms should report the full £500 adviser charge in row 3, as this is the total adviser charge agreed with the retail client.
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)

Firms should report the number of retail clients paying for ongoing
for ongoing advice services at the end of the reporting period (row 12)  

advice services (i.e. paying ongoing adviser charges) 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.

Number of retail clients who start paying for ongoing advice services during the reporting period (row 13)  

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:

• new retail clients to the firm that agreed to start paying for an ongoing advice service;

• existing retail clients of the firm that may, for example, have previously received an initial advice service but had started paying for ongoing advice in the reporting period;

existing retail clients of the firm 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.

Number of retail clients who stop paying for ongoing advice services during the reporting period (row 14)  

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.

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.

**Section M Pension Transfer Specialist advice**

The data in this section should only relate to advice on **pension transfers** or **pension conversions**, meaning advice on the merits of a **pension transfer** or a **pension conversion** from **defined benefits pension schemes** or other **safeguarded benefits** but excluding transfers from or conversions of **safeguarded benefits** that are **guaranteed annuity rates**. A **retail client** transferring or converting multiple defined benefit pensions should be counted as a single **retail client** within RMA-M.

For this **guidance** on section M, all questions below relate to activity in the reporting period.

**Guide for completion of individual fields**

<table>
<thead>
<tr>
<th>Qualifying question</th>
<th>Has the <strong>firm</strong> or its appointed representatives provided advice to <strong>retail clients</strong> on converting or transferring from <strong>defined benefits</strong> (DB) pension schemes or other pensions with safeguarded benefits (excluding guaranteed annuity rates) in the reporting period?</th>
<th>This should include advice that was either full pension transfer or conversion advice or abridged advice. If the answer to the qualifying question is no, then no further questions need to be answered.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part 1 – Business model</td>
<td>How many <strong>retail clients</strong> in total did the <strong>firm</strong> and its appointed representatives provide with</td>
<td>This should only include the total number of <strong>retail clients</strong> that were provided with full pension</td>
</tr>
<tr>
<td>Question</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>----------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>Qualifying question</td>
<td>only full pension transfer or conversion advice?</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>How many retail clients in total did the firm and its appointed representatives provide with abridged advice? This should include the total number of retail clients that were provided with abridged advice, including those that were recommended not to transfer or convert and those that proceeded to take full pension transfer or conversion advice.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>How many pension transfer specialists were employed by, or working under the responsibility of, the firm and its appointed representatives at the end of the reporting period? Please provide the full-time equivalent numbers. This should include all pension transfer specialists providing advice under the authorisation of the firm completing this return. This should not include pension transfer specialists working alongside the firm, but under responsibility of another authorised firm. Please express as full-time-equivalent numbers eg an individual working 4 out 5 days per week should be recorded as 0.80 FTE. Data must be entered to 2 decimal places.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>How many introductions for advice on pension transfers and pension conversions were accepted by the firm, or its appointed representatives, from other authorised firms? This should include introductions for full pension transfer or conversion advice and abridged advice. This should not include introductions from firms or individuals that are not authorised.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>How many introductions for advice on pension transfers and pension conversions were accepted by the firm, or its appointed representatives, from introducer firms that were not authorised? This should include introductions for full pension transfer or conversion advice and abridged advice. This should not include referrals not done by way of business, for example by friends or family. Nor should it include referrals from UK accredited accountancy or legal firms that are regulated by a designated professional body. For more information on introducers, please see our website: <a href="https://www.fca.org.uk/news/news-stories/investment-advisers-responsibilities-accepting-business-unauthorised-introducers-lead-generators">https://www.fca.org.uk/news/news-stories/investment-advisers-responsibilities-accepting-business-unauthorised-introducers-lead-generators</a></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Of the total retail clients in Question 2, how many did the firm and its appointed representatives provide with full pension transfer or conversion advice but not on the investment for the proceeds of the transfer has been recommended by another authorised firm or chosen</td>
<td></td>
</tr>
</tbody>
</table>
### Qualifying question

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>of proceeds of the transfer or conversion?</td>
<td>by the <strong>retail client</strong> (whether based on information provided by an introducer or not).</td>
</tr>
</tbody>
</table>

### Part 2 – Appointed representatives

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Of the <strong>retail clients</strong> who were reported under Question 2, how many were advised by an <strong>appointed representative</strong> of the <strong>firm</strong>?</td>
</tr>
<tr>
<td>9</td>
<td>Of the <strong>retail clients</strong> reported in Question 3, how many were given <strong>abridged advice</strong> by an <strong>appointed representative</strong> of the <strong>firm</strong>?</td>
</tr>
<tr>
<td>10</td>
<td>Focusing on the <strong>appointed representative</strong> that gave <strong>full pension transfer or conversion advice</strong> to the most <strong>retail clients</strong>, how many did they advise?</td>
</tr>
</tbody>
</table>

### Part 3 – Personal recommendations to transfer

<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Of the <strong>retail clients</strong> reported in Question 2, how many did the <strong>firm</strong> and its <strong>appointed representatives</strong> provide with a <strong>personal recommendation</strong> to transfer or convert their pension?</td>
</tr>
<tr>
<td>12</td>
<td>Of the <strong>retail clients</strong> in Question 11, what was the total transfer value of the <strong>pension transfers</strong> and <strong>pension conversions</strong>?</td>
</tr>
<tr>
<td>13</td>
<td>Of the <strong>retail clients</strong> reported in Question 11, what was the total revenue derived from initial advisory charges for <strong>full pension transfer advice</strong>, including advice on the investment of the proceeds?</td>
</tr>
</tbody>
</table>
### Qualifying question

<table>
<thead>
<tr>
<th>No.</th>
<th>Question</th>
<th>Description</th>
</tr>
</thead>
</table>
| 14  | Of the *retail clients* reported under Question 11, how many satisfied the requirement for one or more of the exceptions to the ban on contingent charging and so charged in full or partially on a contingent basis? | This should include the total number of *retail clients* that were provided with a *personal recommendation* to transfer or convert their pension, that were also charged in full or partially on a contingent basis.

Only *retail clients* that satisfy the requirement for the serious ill-health carve-out exemption and/or the serious financial difficulty carve-out exemption may be charged in full or partially on a contingent basis. |

| Part 4 – Personal recommendations not to transfer                                                                                                           |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 15  | Of the *retail clients* reported in Question 2, how many did the firm and its appointed representatives provide with a *personal recommendation* not to transfer or convert their pension after receiving *full pension transfer or conversion advice*? | This should include the total number of *retail clients* that were provided with a *personal recommendation* NOT to transfer or convert their pension after receiving only full pension transfer or conversion advice. This should not include *abridged advice* recommendations. |

| 16  | Of the *retail clients* reported in Question 3, how many did the firm and its appointed representatives provide with a *personal recommendation* not to transfer or convert their pension after receiving *abridged advice*? | This should include the total number of *retail clients* that were provided with a *personal recommendation* NOT to transfer or convert their pension after receiving only *abridged advice*. This should not include *full pension transfer or conversion advice* recommendations. |

| 17  | Of the *retail clients* reported in Question 15, what was the total transfer value of the *pension transfers* and *pension conversions*? | This should include the total transfer value of *retail clients* provided with a *personal recommendation* not to transfer or convert their pension after receiving *full pension transfer or conversion advice*. |

| 18  | Of the *retail clients* reported in Question 15, what was the total revenue derived from the initial advisory charges for *full pension transfer or conversion advice* on the *pension transfers* and *pension conversions*? | This should be the revenue collected by the principal *firm* and *appointed representatives*. This should not include transfer revenue from *abridged advice* recommendations. |

| 19  | Of the *retail clients* reported in Question 16, what was the total revenue derived from *abridged advice* on *pension transfers* and *pension conversions*? | This should be the revenue collected by the principal *firm* and *appointed representatives*. |

| 20  | For how many *retail clients* did the *firm* arrange a *pension transfer or conversion* on an insistent client basis after providing **Retail clients** should only be considered insistent clients if the *firm* or its *appointed representatives* initially provided a per- |
### Qualifying question

| 21 | Of the retail clients that satisfied the requirement for one or more of the exceptions to the ban on contingent charging and charged in full or partially on a contingent basis, what was the total initial revenue derived from the firm accepting to process the pension transfers or pension conversions on a non-insistent client basis (including providing advice on the investment of the proceeds)? |
| 22 | Of the retail clients that satisfied the requirement for one or more of the exceptions to the ban on contingent charging and charged in full or partially on a contingent basis what was the total initial revenue derived from the firm accepting to process the pension transfers or pension conversions on an insistent client basis (including providing advice on the investment of the proceeds) |

### Part 5 – Ongoing services

| 23 | How many retail clients did the firm arrange a pension transfer or pension conversion for? |

This should be measured at the point of receiving the retail client’s request to arrange a pension transfer or pension conversion.

This should include:

- those advised to transfer or convert by the firm or its appointed representatives (as reported in Question 11);
- insistent client transfers or conversions (as reported in Question 20); and
- any retail client that did not receive advice on the transfer or conversion by the firm (for example, for less than £30k pots or those transfers or conversions executed by the firm where the retail client had re
<table>
<thead>
<tr>
<th>Qualifying question</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>24</strong></td>
</tr>
<tr>
<td>Of the retail clients in Question 23, how many agreed to an ongoing advice service provided by the firm or its appointed representatives?</td>
</tr>
<tr>
<td>ceived advice from a different firm). This should be the total number of retail clients that the firm arranged a pension transfer or pension conversion for, that also agreed to an ongoing advice service provided by the firm or its appointed representatives?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Part 6 – Charging structures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>25</strong></td>
</tr>
<tr>
<td>Of the retail clients reported in Question 2, how many were advised under a charging structure which meant that the advisory charge was only payable if the retail client proceeded with the transfer or conversion (charging fully or partially contingent on a transfer or conversion taking place)?</td>
</tr>
<tr>
<td>This should be the total number of retail clients that were eligible one or more of the exemptions to the ban on contingent charging and charged in full or partially on a contingent basis.</td>
</tr>
</tbody>
</table>

| **26**                      |
| Of the retail clients reported under Question 2, how many were advised under a charging structure which meant that the advisory charge remained the same whether or not the retail client proceeded with the transfer or conversion? (charging completely non-contingent) |
| This should be the total number of retail clients that were not eligible for one or more of the exceptions to the ban on contingent charging and charged in full on a non-contingent basis. This excludes retail clients who only received abridged advice. |

<table>
<thead>
<tr>
<th>Part 7 – Product and investment solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>27</strong> How many retail clients proceeded to transfer or convert into an investment solution that had annual ongoing product and investment charges (excluding ongoing advice charges) of 0.75% or less?</td>
</tr>
<tr>
<td>This should include all charges associated with the ongoing investment eg discretionary fund management, platform, product, tax wrapper or investment charges. This should not include ongoing advice charges. Where the cost is expected to vary over time, include the average for the first 5 years. This should not include retail clients that did not plan to have any money remain invested, such as those immediately making a full encashment or purchasing an annuity with the full balance of the transfer.</td>
</tr>
</tbody>
</table>

| **28** How many retail clients proceeded to transfer or convert into an investment solution that had annual ongoing product and investment charges (excluding ongoing advice charges) of more than 0.75% and less than or equal to 1.5%? |
| This should include all costs associated with the ongoing investment eg discretionary fund management, platform, product, tax wrapper or investment charges. This should not include ongoing advice charges. Where the cost is expected to vary over time, include the average for the first 5 years. This should |
### Qualifying question

<table>
<thead>
<tr>
<th>Question</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>29</strong> How many retail clients proceeded to transfer or convert into an investment solution that had annual ongoing product and investment charges (excluding ongoing advice charges) of more than 1.5%?</td>
<td>This should include all costs associated with the ongoing investment eg discretionary fund management, platform, product, tax wrapper or investment charges. This should not include ongoing advice charges. Where the cost is expected to vary over time, include the average for the first 5 years. This should not include retail clients that did not plan to have any money remain invested, such as those immediately making a full encashment or purchasing an annuity with the full balance of the transfer.</td>
</tr>
<tr>
<td><strong>30</strong> How many retail clients proceeded to transfer into a solution that had higher ongoing charges than their workplace pension?</td>
<td>This should include retail clients advised to transfer and insistent client transfers. This should not include retail clients that planned to immediately withdraw the full balance on transfer. It should also not include retail clients without a workplace pension or where the workplace pension would not accept a transfer.</td>
</tr>
<tr>
<td><strong>31</strong> How many retail clients proceeded to transfer into a workplace pension?</td>
<td>This question refers to those retail clients that proceeded to transfer to a workplace pension covered by 0.75% charge cap.</td>
</tr>
<tr>
<td><strong>32</strong> How many retail clients proceeded to transfer or convert where the investment solution included investments subject to regulatory restrictions on retail distribution?</td>
<td>This should include retail clients advised to transfer and insistent client transfers. For investments subject to restrictions on retail distribution see COBS 9.3.5G: <a href="https://www.handbook.fca.org.uk/handbook/COBS/9/3.html?date=2016-03-07">https://www.handbook.fca.org.uk/handbook/COBS/9/3.html?date=2016-03-07</a></td>
</tr>
<tr>
<td><strong>33</strong> How many retail clients proceeded to transfer into a qualifying recognised overseas pension scheme (QROPs) or another overseas pension scheme?</td>
<td>This should include retail clients advised to transfer and insistent client transfers.</td>
</tr>
<tr>
<td><strong>Part 8 – Guidance</strong></td>
<td></td>
</tr>
<tr>
<td><strong>34</strong> How many retail clients were provided with guidance (eg through a triage service) in the reporting period?</td>
<td>This should include retail clients that were provided with guidance from the principal firm and its appointed representative only.</td>
</tr>
<tr>
<td>Qualifying question</td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td></td>
</tr>
<tr>
<td>35</td>
<td></td>
</tr>
<tr>
<td>Of the <em>retail clients</em> reported under Question 2, how many were provided with guidance (e.g. through a triage service)?</td>
<td></td>
</tr>
<tr>
<td>This should include the total number of <em>retail clients</em> that the <em>firm</em> and its <em>appointed representatives</em> provided with <em>full pension transfer or conversion advice</em> that were also provided with guidance.</td>
<td></td>
</tr>
</tbody>
</table>
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 R*
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’)

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:

(i) positions to be reported gross

(ii) 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:

<table>
<thead>
<tr>
<th>Section</th>
<th>Applicability:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1 and A2: Balance sheet</td>
<td>Applies to all home finance activity firms except:</td>
</tr>
<tr>
<td></td>
<td>• A firm that is required to submit a balance sheet by a lower numbered regulated activity group, as described in SUP 16.12.3R(1)(a)(iii)</td>
</tr>
<tr>
<td></td>
<td>• An incoming EEA firm (note a)</td>
</tr>
<tr>
<td>A3: Analysis of loans to customers</td>
<td>Applies to all home finance activity firms</td>
</tr>
<tr>
<td>A4: Analysis of second charge loans to customers</td>
<td>Applies to all home finance activity firms in respect of second charge regulated mortgage contracts.</td>
</tr>
<tr>
<td>B1: Income statement</td>
<td>Applies to all home finance activity firms except:</td>
</tr>
<tr>
<td></td>
<td>• A firm that is required to submit an income statement by a lower numbered regulated activity group, as described in SUP 16.12.3R(1)(a)(iii)</td>
</tr>
<tr>
<td></td>
<td>• An incoming EEA firm (note a)</td>
</tr>
<tr>
<td>B2: Provisions analysis</td>
<td>Applies to all home finance activity firms</td>
</tr>
<tr>
<td>C: Capital</td>
<td>Applies to all home finance activity firms except:</td>
</tr>
<tr>
<td></td>
<td>• A firm that is required to submit a capital adequacy data item by a lower numbered regulated activity group, as described in SUP 16.12.3R(1)(a)(iii)</td>
</tr>
<tr>
<td></td>
<td>• An incoming EEA firm (note a)</td>
</tr>
<tr>
<td></td>
<td>• A firm which is a solo-consolidated subsidiary of an authorised credit institution</td>
</tr>
<tr>
<td></td>
<td>• A firm which exclusively carries on home finance activities in relation to second charge regulated mortgage contracts, as set out in SUP 16.12.18BR (note 4).</td>
</tr>
<tr>
<td>D: Lending: business flows and rates</td>
<td>Applies to all firms with permission to undertake a home finance providing activity except:</td>
</tr>
<tr>
<td></td>
<td>• SRB agreement providers</td>
</tr>
<tr>
<td></td>
<td>• SRB administrators</td>
</tr>
<tr>
<td>D(a): Second charge business flows and rates</td>
<td>Applies to all home finance providing activity firms in respect of second charge regulated mortgage contracts.</td>
</tr>
</tbody>
</table>
### Section Applicability:

<table>
<thead>
<tr>
<th>Section</th>
<th>Applicability:</th>
</tr>
</thead>
<tbody>
<tr>
<td>E: Residential lending to individuals: new business profile</td>
<td>Applies to all firms with permission to undertake a home finance providing activity except: SRB agreement providers SRB administrators</td>
</tr>
<tr>
<td>E1(a) and E2(a): Second charge lending to individuals</td>
<td>Applies to all home finance providing activity firms in respect of second charge regulated mortgage contracts.</td>
</tr>
<tr>
<td>F: Lending: Arrears Analysis</td>
<td>Applies to all firms with permission to undertake a home finance providing activity except: • SRB agreement providers • SRB administrators</td>
</tr>
<tr>
<td>F(a): Second charge lending: Arrears analysis</td>
<td>Applies to all home finance providing activity firms in respect of second charge regulated mortgage contracts.</td>
</tr>
<tr>
<td>G: Mortgage Administration: Business Profile</td>
<td>Applies to all firms with permission to undertake administering a home finance transaction, except: • SRB administrators</td>
</tr>
<tr>
<td>H: Mortgage Administration: Arrears analysis</td>
<td>Applies to all firms with permission to undertake administering a home finance transaction, except: • SRB administrators</td>
</tr>
<tr>
<td>H(a): Second charge mortgage administration: Arrears analysis</td>
<td>Applies to all firms with permission to undertake administering a home finance transaction, in respect of second charge regulated mortgage contracts.</td>
</tr>
<tr>
<td>J: Fee tariff measures</td>
<td>Applies to all home finance activity firms</td>
</tr>
<tr>
<td>K: Sale and rent back business</td>
<td>Applies to SRB agreement providers and SRB administrators</td>
</tr>
<tr>
<td>L: Credit risk</td>
<td>Applies to a firm that meets the conditions of SUP 16.12.18BR (notes 2 and 4).</td>
</tr>
<tr>
<td>M: Liquidity</td>
<td>Applies to a firm that meets the conditions of SUP 16.12.18BR (notes 3 and 4).</td>
</tr>
</tbody>
</table>

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 of 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 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”;

  (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

<table>
<thead>
<tr>
<th>A1, A2</th>
<th>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. 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</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1.6</td>
<td></td>
</tr>
</tbody>
</table>
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.

**A2.7 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.

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).
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 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 undertaking 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 C1:

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/collective 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.

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.
C.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;
(c) is the credit risk requirement as shown at line 9E in section L of the MLAR;
(d) is the total of (b) and (c); and
(e) is the capital requirement which is the higher of the fixed amount at (a) and the sum shown at (d).

C5  **Capital requirements for an administrator not having administered assets on its balance sheet**

C5.1  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 administrator not having administered assets on its balance sheet (see MIPRU 4.2.19R):

- is the minimum requirement of £100,000;
- 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;
- is the credit risk requirement as shown at line 9E in section L of the MLAR;
- is the total of (b) and (c); and
- is the capital requirement which is the higher of the fixed amount at (a) and the sum shown at (d).
(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).

SECTION D1: LENDING – BUSINESS FLOWS AND RATES

D1- For details of the terms ‘Residential lending to individuals’ (and regulated/unregulated), and ‘other secured loans’, see Introduction, paragraphs 4 (i) – (iv).
D4

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:

\[
gross\text{ loan asset} = X \\
less\text{ non-recourse funding} = Y \\
net\text{ loan asset} = X-Y
\]

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 and those linked to an index. 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, arrangement 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 advance 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 therefore 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 contract 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 instalments/stage payments/reten-tions), 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 insur-
ance 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, on line 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):

(i) gross advances in quarter should detail those loans that include an extra drawing facility: show the number and amount of such loans;
(ii) **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.

**b) Unused facility** This is the amount of the extra drawing facility that has not been drawn down by the borrower:

(i) **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.

**Further advances and drawdowns**
E6.3  A further loan (either as a 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; or a drawdown on a flexible mortgage.

The underlying purpose of the further advance or drawdown 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.

However, further advances and drawdowns 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.
### 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.

#### F1.6, F2.6 & F3.6/ F4.6

**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 payment 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, 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;

(ii) 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;

(iii) 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:

\[
\text{Performance} = \frac{\text{Total of payments received from borrowers}}{\times 100} \\text{Total of payments due from borrowers}
\]

where:
(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 repayments (e.g. sale proceeds of property in possession, and large lump sum repayment 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
**SUP 16 : Reporting requirements**

**Annex 19B**

**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**

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)](#), *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 answer only the first question of section G of the MLAR (“Do you need to complete tables G and H?”), leaving the rest of section G and section H blank.

‘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*:
  - (a) is administering its own off-balance sheet mortgages; or
(b) is authorised to undertake a mortgage administrator’s activity, and is exercising that activity on behalf of either a lender or another person that is not itself authorised to undertake a mortgage administrator’s activity, or has entered into a contract to do so but has outsourced the mortgage administrator’s activity to another person.

- **Other administrator**: this is where your firm is undertaking loan administration for either a lender or another 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
- 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.

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 persons (including unauthorised purchasers of your off-balance sheet mortgages for whom you administer mortgages) and for special purpose vehicles.

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 persons (including unauthorised purchasers of your off-balance sheet mortgages for whom you administer mortgages) and for special purpose vehicles.

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.

 Persons for whom mortgage administration was being carried out at quarter-end

Collects data only on the top five persons for each category by value (i.e. the largest five persons by value, based on balances outstanding on regulated loans) for whom mortgage administration was being carried out at the quarter-end. (Details on other persons 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 person listed, namely whether acting as ‘Principal’ or as ‘Other’ administrator.

 G2

 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.

Other persons who own loans

Please detail the top five other persons who own beneficially the rights of the lender under the relevant mortgage contracts (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; these persons may be authorised persons or unauthorised persons).

You should indicate the value of regulated mortgage contracts and non-regulated loans for each of the top five other persons who own beneficially the rights of the lender under the relevant mortgage contracts and for whom you administer.

The total (all loans) for each person listed is the sum of regulated mortgage contracts and non-regulated loans.

Special purpose vehicles

Please detail the top five special purpose vehicles (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 special purpose vehicles as follows:

• group together all special purpose vehicles 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 special purpose vehicles 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 special purpose vehicles” in brackets, for example XYZ firm name (own special purpose vehicles).

You should indicate the value of regulated mortgage contracts and non-regulated loans for each of the top five special purpose vehicles for whom you administer.
The total (all loans) for all *special purpose vehicles* 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 administrator. 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 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 loans are reported at G1.2 b) in table G.

(ia) Loans administered for any other *person*, including loans which your *firm* originated but which have been securitised off-balance sheet (and are therefore not reported in section A3 of Table A under “Securitised balances”). These loans are also reported at G1.2 b) in table G.

(ii) Loans administered for *special purpose vehicles*. These loans are reported at G1.2 c) in table G.

(iii) [deleted].

The information presented in table H should represent the total of all such loan types listed above, in a single version of the table.

**Guidance on arrears items**

The *guidance* for these items is provided in section F of these guidance notes, where items H1 to H5 correspond to items F1 to F5.

The arrears analysis is of loan balances excluding overdrafts, as is the case in section F.

**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*

* FEES 5 Annex 1R, Annex 2R and Annex 3R of the *Handbook* for the FOS Ltd 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 account...
SECTION K: SALE AND RENT BACK BUSINESS (SRB)

Introduction
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:

K1.1 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.

K1.2 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.

K1.3 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.

K1.4 Business transfer-acquisitions: where the firm acquires one or more existing SRB agreements from another party or parties.

K1.5 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.
### K1.6 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.

### K1.7 SRB agreements at end of quarter: the number and book value of SRB contracts in existence at the end of the quarter.

### K1.8 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

...
### K2.8
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
The average rental yield percentage is calculated as the total annual rent for all new SRB agreements in the quarter divided by the total sales values, entered in the ‘Amount’ column.

### 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.

#### K3.1 to K3.6
**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.

#### K3.7 to K3.9
**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).
K4  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.

K5  SRB administrators

*Firms* holding SRB administration permissions must complete the number of regulated SRB agreements that they administer, the number of non-regulated 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-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 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 applies to loans for house purchase, remortgages, internal product transfers (including those effected by a new mortgage contract and those effected as contract variations) and 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><strong>PRODUCT</strong></th>
<th><strong>Guidance</strong></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 <em>investments</em> such as company shares, fixed interest <em>securities</em>, commercial property and <em>money</em>. 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 <em>policyholder's</em> fund is linked to the value of the <em>units</em> (see guidance relating to distribution bonds).</td>
</tr>
<tr>
<td><strong>Distribution bond</strong></td>
<td>A single premium <em>investment</em> policy. The funds are invested in equities and <em>gilt</em> and an income is paid each year to the <em>policyholder</em>, dependent on the performance of the <em>investments</em>. 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 <em>Glossary</em>.</td>
</tr>
<tr>
<td><strong>Life/pension annuity</strong></td>
<td>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</td>
</tr>
<tr>
<td><strong>Unit trust scheme</strong></td>
<td>Defined in the Handbook <em>Glossary</em>.</td>
</tr>
<tr>
<td><strong>Investment trust</strong></td>
<td>Defined in the Handbook <em>Glossary</em>.</td>
</tr>
<tr>
<td><strong>ISA</strong></td>
<td>Defined in the Handbook <em>Glossary</em>. Cash and insurance ISAs should not be reported</td>
</tr>
<tr>
<td><strong>Endowment savings plan</strong></td>
<td>An endowment plan with a fixed term with benefits paid on death within the term or on maturity</td>
</tr>
<tr>
<td><strong>Mortgage endowment</strong></td>
<td>This should include any regular premium low cost endowments plus unitised with profit endowments</td>
</tr>
<tr>
<td><strong>Long-term care insurance contract</strong></td>
<td>[The FSA consulted in CP 200 on the definition of <em>long-term care insurance contract</em> that will apply from 14 January 2005. The guidance here will cross-reference to the finalised definition.]</td>
</tr>
<tr>
<td><strong>Stakeholder Pension</strong></td>
<td>See Handbook <em>Glossary</em> for definition of ‘<em>stakeholder pension scheme</em>’.</td>
</tr>
<tr>
<td><strong>Self-invested personal pension</strong></td>
<td>See Handbook <em>Glossary</em> for definition of ‘<em>self-invested personal pension</em>’.</td>
</tr>
<tr>
<td>PRODUCT</td>
<td>Guidance</td>
</tr>
<tr>
<td>---------</td>
<td>----------</td>
</tr>
<tr>
<td>Personal pension</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>Group personal pension</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>FSAVC</td>
<td>Defined in the Handbook Glossary. Do not include Rebate Only Pension business.</td>
</tr>
<tr>
<td>Individual pension transfer</td>
<td>See Handbook Glossary for definition of ‘pension transfer’.</td>
</tr>
<tr>
<td>Pension opt out</td>
<td>Defined in the Handbook Glossary.</td>
</tr>
<tr>
<td>Section 32 buy out/Group section 32 buy out</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>Income drawdown</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>Executive pension scheme</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>SSAS</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>Trustee investment bond</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>Group money purchase</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>AVC Final salary</td>
<td>Pension premiums should be reported gross.</td>
</tr>
<tr>
<td>AVC Group money purchase</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>Description</th>
<th>Type of interest or reversion rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>where the interest rate is fixed for a stated period.</td>
<td>Fixed rate</td>
</tr>
<tr>
<td>where a discount is applied to a variable rate, usually for a limited period of time.</td>
<td>Discounted variable rate</td>
</tr>
<tr>
<td>where the interest rate is guaranteed to move in line with the Bank of England Base (or Repo) Rate.</td>
<td>Bank of England Base Rate tracker</td>
</tr>
<tr>
<td>where the interest rate is guaranteed to move in line with LIBOR (the London InterBank Offered Rate).</td>
<td>LIBOR tracker</td>
</tr>
<tr>
<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>
<td>Other tracker</td>
</tr>
<tr>
<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>
<td>Capped (and collared) rate mortgage</td>
</tr>
<tr>
<td>the lender’s underlying interest rate.</td>
<td>Standard variable rate</td>
</tr>
</tbody>
</table>

### (b) Features

<table>
<thead>
<tr>
<th>Data Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<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.</td>
<td>Flexible mortgage</td>
</tr>
<tr>
<td>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>
<td></td>
</tr>
<tr>
<td>• interest must be calculated monthly or daily; and</td>
<td></td>
</tr>
<tr>
<td>• must have an overpayment facility</td>
<td></td>
</tr>
<tr>
<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>
<td>Cashback</td>
</tr>
<tr>
<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>
<td>Offset mortgage – positive and/or negative offset</td>
</tr>
<tr>
<td>where the lender is aware that the customer will also have a shared equity loan secured on the property.</td>
<td>Mortgage with a shared equity loan attached</td>
</tr>
<tr>
<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>
<td>Mortgage with indemnity insurance attached</td>
</tr>
</tbody>
</table>

### Pure protection contracts
### Policy Type Description

- **Standalone critical illness**: 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.

- **Critical illness sold as a rider benefit to term assurance**: 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.

- **Income protection**: Insurance contracts arranged by an individual to provide for payment of income during a period of incapacity, due to ill health or accident.

### Other home finance transactions

<table>
<thead>
<tr>
<th>Finance Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Home reversion plan</em></td>
<td>Defined in the Handbook Glossary</td>
</tr>
<tr>
<td><em>Home purchase plan</em></td>
<td>Defined in the Handbook Glossary</td>
</tr>
<tr>
<td><em>Regulated sale and rent back agreement</em></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><em>High-cost short-term credit</em></td>
<td>Defined in the Handbook Glossary</td>
</tr>
<tr>
<td><em>Home credit loan agreements</em></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:

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]
[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 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 Authorised payment institutions (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 and SUP 16.13.7D. The notes also build on the EBA Guidelines on fraud reporting under the Payment Services Directive 2 (PSD2) (EBA/GL/2018/05) (“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.

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 the provisions in the Payment Services Regulations.

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; 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-B9AC29B2B343/0/empfraud.pdf](https://www2.cipd.co.uk/NR/rdonlyres/710B0AB0-ED44-4BD7-A527-B9AC29B2B343/0/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](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 FFAUK 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 FFAUK 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;
•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);
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- 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

PSPs should report the following information in respect of the payment type – e.g. credit transfers, direct debits etc:

- 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.

PSPs should continue to report fraud data broken down into domestic, cross border within the EEA, and cross border outside the EEA as set out in Columns A-F, notwithstanding the UK’s withdrawal from the EU.

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
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
185-187
189-191
Initiated by payment initiation service providers
3A-3L
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 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 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.

Payment initiation channel – initiated electronically
5A–5L (credit transfers)
50A–50L (card payments)
Of the total transaction and total fraudulent transaction volumes and values for credit transfers and card payments only, PSPs should report
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requirements

<table>
<thead>
<tr>
<th>Volume and value of transactions</th>
<th>Card payments acquired</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote transactions</td>
<td>105A–105L (card payment acquired)</td>
</tr>
<tr>
<td></td>
<td>6A–6L (credit transfers)</td>
</tr>
<tr>
<td></td>
<td>51A–51L (card payments)</td>
</tr>
<tr>
<td></td>
<td>106A–106L (card payments acquired)</td>
</tr>
<tr>
<td></td>
<td>168A–168L (e-money payment transactions)</td>
</tr>
<tr>
<td>Non-remote transactions</td>
<td>21A–21L (credit transfers)</td>
</tr>
<tr>
<td></td>
<td>77A–77L (card payments)</td>
</tr>
<tr>
<td></td>
<td>130A–130L (card payments acquired)</td>
</tr>
<tr>
<td></td>
<td>183A–183L (e-money payment transactions)</td>
</tr>
</tbody>
</table>

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)

**Card payments acquired**

- 107A–107L (remote > debit)
- 108A–108L (remote > credit)
- 131A–131L (non-remote > debit)
- 132A–132L (non-remote > credit)

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)

**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)

The volume and value of those initiated electronically.

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 (Regulation 2 of the **Payment Services Regulations**).

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.

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.

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.
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

For remote transactions that were authenticated via strong customer authentication and non-strong customer authentication, PSPs should record the fraudulent transactions under the relevant fraud type (see guidance above).

The same should be done for non-remote transactions.
E-money payment transactions
170–172
174–176
185–187
189–191

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.

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

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 the Payment Services Regulations, the final fraud loss figures should not take into account such refunds.

Table 2 - Fraud relating to account information services

Number of incidents of fraud
209A Please indicate the number of incidents of fraud
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).

Total value of fraud across all incidents (or an estimation of the loss to the persons defrauded (£))
209B Total value of fraud
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.

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>209C Description of fraud</th>
</tr>
</thead>
<tbody>
<tr>
<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>
<td></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.

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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
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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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.
Notes on completing authorised electronic money institution questionnaire

FIN060a 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 Elements 17, 21 and 25: Enter values using the appropriate sign for a positive or negative number.

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. Refer to the following website which 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: 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

FIN060b 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 your 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). 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 Elements 20, 24 and 28: Enter values using the appropriate sign for a positive or negative number.

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), 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 34: 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. Refer to the following website which 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(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 32R*

**SUP16 Ann 32**
[deleted]
Remuneration Benchmarking Information Report [deleted]
Guidance notes for data items in SUP 16 Annex 33AR [deleted]

[deleted]
High Earners Report [deleted]

[deleted]
Guidance notes for data items in SUP 16 Annex 34AR [deleted]

[deleted]
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

<table>
<thead>
<tr>
<th>Balance sheet items</th>
<th>1A</th>
<th>Total shareholder funds/Partnership capital/Sole trader capital</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Incorporated firms: add the value of all types of shares, reserves, retained earnings and verified current year profit.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Partnerships and sole traders: add the value of all capital accounts, retained earnings and verified current year profit.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Limited liability partnerships (LLPs): add the value of all cash and capital accounts.</td>
</tr>
</tbody>
</table>
2A Intangible assets/Investments in subsidiaries/Investment in own shares
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.

3A Subordinated debt and subordinated loans
Add the value of any subordinated loans and other subordinated debt.

Current assets
4A Cash
This is money physically held by the firm and money deposited with banks or building societies.

5A Debtors/Other
Add the value of all types of debtors, stocks, investments (other than those included in 2A) and loans.

Current liabilities
6A Creditors
Add the value of all types of creditors.

7A Largest exposures (including inter-company): amount
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.

7A Largest exposures (including inter-company): counterparty name
Identify in each case the name of the counterparty from or to whom the amount is owed.

7A Largest exposures (including inter-company): type of exposure
Identify whether the amount is owed to the firm (debtor) or owed by the firm (creditor).

Income statement (including regulated business revenue)
8A Total income
Firms should report income from all activities, both regulated and non-regulated, on a cumulative basis.

9A Retained profit
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&L) account. This should be reported on a cumulative basis.

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**

| 1A | Total value of relevant debts under management outstanding | 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. |
| 2A | Total prudential resources requirement | 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. |
| 3A | Total prudential resources | Firms should enter their total prudential resources, calculated in accordance with CONC 10. |
| 4A | Number of debt management plans that end before the end of the term originally agreed | Firms should identify the number of debt management plans that ended earlier than stated in the original contract during the reporting period. |

**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

<table>
<thead>
<tr>
<th></th>
<th>What was the highest balance of client money held during the reporting period?</th>
<th>A CASS debt management firm should enter the highest total amount of client money that was held in respect of debt management activity at a single point in time during the reporting period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2A</td>
<td>What was the highest number of clients for whom client money was held during the reporting period?</td>
<td>A CASS debt management firm should enter the highest number of clients for whom client money was held in respect of debt management activity at a single point in time during the reporting period.</td>
</tr>
<tr>
<td>3A</td>
<td>How much client money (if any) did you hold in excess of five days following receipt?</td>
<td>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 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.</td>
</tr>
</tbody>
</table>

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
Guidance notes for completion of consumer buy-to-let return in 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:

(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; and

(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;

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:

(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.

Only amounts which are contractually due at the reporting date should be included in 2(a)(i) above. That is:

(i) include accrued interest only up to the reporting date but not beyond;

(ii) 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;
(iii) 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);

(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.

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 [deleted]

[deleted]
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 and payment 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 and payment 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>
<tbody>
<tr>
<td>1A</td>
</tr>
<tr>
<td>2A</td>
</tr>
</tbody>
</table>

Section 1: Operating jurisdictions

Please list:
3A  The jurisdictions within which the firm operates as at the end of the reporting period.

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.

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’.

3B  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.

### 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>
</tr>
</thead>
<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 Money Laundering Regulations. These definitions should be read in conjunction with the guidance published by the FCA in FG17/6. Firms should report the number of customer or client 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 customer or client. UK 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. Firms should not reclassify customers or clients for the purposes of completing this return. If firms 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. The figure provided should include existing customer or client relationships that became PEPs in the reporting period. Where a PEP has multiple relationships with the firm, that PEP should only be reported once in each of questions 4A and 4B.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5A&amp;B</th>
<th>Non-EEA correspondent banks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This refers to situations where a credit institution has a correspondent banking relationship with a respondent institution from a non-EEA state. These terms are intended as set out in Regulation 34(4)(a)(i) of the Money Laundering Regulations. 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 firm 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>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>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</td>
</tr>
</tbody>
</table>
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 jurisdictions identified by the firm as high-risk:

The firm should provide the number of customers judged by the firm to have links to jurisdictions identified 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>19A</th>
<th>Submitted internally to the nominated officer/MLRO, within the <em>firm</em>, as at the end of the reporting period.</th>
</tr>
</thead>
<tbody>
<tr>
<td></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>
</tr>
<tr>
<td>19C</td>
<td>The number of those SARs which were consent requests under s. 335 POCA</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, as at the end of the reporting period.</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>
</tr>
<tr>
<td>22A&amp;B</td>
<td>Please provide the number of restraint orders being serviced/in effect as at the end of the reporting period and the number of new restraint orders received during the reporting period:</td>
</tr>
<tr>
<td></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 <em>firm</em> 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.

If the firm has appointed representatives (ARs):

Please provide the number of appointed representative (AR) relationships exited due to financial crime reasons:

For all firms:

As at the end of the reporting period, please provide the total full time equivalent (FTE) of UK staff with financial crime roles:

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):

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:

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.

<table>
<thead>
<tr>
<th>Of which:</th>
<th>Please provide the percentage of the FTE stated above dedicated to fraud responsibilities</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td></td>
<td>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.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>30-35A-D</th>
<th>Please indicate the firm’s view of the top three most prevalent frauds which the FCA should be aware of and whether they are</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>NB. This question is not mandatory. This question is designed to obtain the firm’s view on the most prevalent frauds relevant to the</td>
</tr>
</tbody>
</table>
firms 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**

<table>
<thead>
<tr>
<th>Fraud Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>419 emails and letters</td>
</tr>
<tr>
<td>Abuse of position of trust</td>
</tr>
<tr>
<td>Account takeover</td>
</tr>
<tr>
<td>Advance fee fraud</td>
</tr>
<tr>
<td>Application fraud</td>
</tr>
<tr>
<td>Asset misappropriation fraud</td>
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<tr>
<td>Bond fraud</td>
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<tr>
<td>Carbon credits fraud</td>
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<tr>
<td>Cashpoint fraud</td>
</tr>
<tr>
<td>Cheque fraud</td>
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<tr>
<td>Companies – fraudulent</td>
</tr>
<tr>
<td>Computer hacking</td>
</tr>
<tr>
<td>Credit card fraud</td>
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<tr>
<td>Debit card fraud</td>
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<tr>
<td>Expenses fraud</td>
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<tr>
<td>Exploiting assets and information</td>
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<tr>
<td>Fraud recovery fraud</td>
</tr>
<tr>
<td>Hedge fund fraud</td>
</tr>
<tr>
<td>Identity fraud and identity theft</td>
</tr>
<tr>
<td>Insurance fraud</td>
</tr>
<tr>
<td>Landbanking fraud</td>
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<tr>
<td>Loan repayment fraud</td>
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<tr>
<td>Short and long firm fraud</td>
</tr>
<tr>
<td>Malware-enabled fraud</td>
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<tr>
<td>Mandate fraud</td>
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<tr>
<td>Mortgage fraud</td>
</tr>
<tr>
<td>Other (to be used where the specified typologies are not applicable). Please provide the fraud type in the free text box.</td>
</tr>
<tr>
<td>Other investment fraud</td>
</tr>
<tr>
<td>Pension liberation fraud</td>
</tr>
</tbody>
</table>
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/payment institution). Please provide the primary victim type in the free text box.
Regulated firm/electronic money institution/payment 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>Andorra</td>
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<td>Belgium</td>
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<td>Cyprus</td>
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<td>San Marino</td>
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<td>Estonia</td>
<td>Serbia</td>
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<td>Faroe Islands</td>
<td>Slovakia</td>
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<td>Finland</td>
<td>Slovenia</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>
<td>Sweden</td>
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<td>Europe</td>
<td>Middle East &amp; Africa</td>
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<td>Niger</td>
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<td>Reunion</td>
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<td></td>
<td>Saint Helena, Ascension and Tristan da Cunha</td>
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<td></td>
<td>Sao Tome and Principe</td>
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<td></td>
<td>Kingdom of Saudi Arabia</td>
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<tr>
<td>Hungary</td>
<td>United Kingdom</td>
</tr>
<tr>
<td>Iceland</td>
<td>Holy See (Vatican)</td>
</tr>
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</table>
Middle East & Africa
- Libya
- Madagascar
- Malawi
- Mali
- Mauritania
- Mauritius
- Mayotte

North America
- Bermuda
- Saint Pierre and Miquelon
- Canada
- United States
- Mexico

Central America & Caribbean
- Anguilla
- Honduras
- Antigua and Barbuda
- Jamaica
- Aruba
- Martinique
- Bahamas
- Montserrat
- Barbados
- Nicaragua
- Bonaire, Sint Eustatius and Saba
- Panama
- Belize
- Puerto Rico
- British Virgin Islands
- Saint Barthelemy
- Cayman Islands
- Saint Kitts and Nevis
- Costa Rica
- Saint Lucia
- Cuba
- Saint Martin (French)
- Curacao
- Saint Vincent and the Grenadines
- Dominica
- Sint Maarten (Dutch)
- Dominican Republic
- Trinidad and Tobago
- El Salvador
- Turks and Caicos Islands
- Grenada
- US Virgin Islands
- Guadeloupe
- Haiti
- Guatemala

South America
- Argentina
- Guyana
- Bolivia
- Paraguay
- Brazil
- Peru
- Chile
- Suriname
- Colombia
- Uruguay
- Ecuador
- Venezuela
- Falkland Islands
- French Guiana
### Asia

<table>
<thead>
<tr>
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<td>Armenia</td>
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<td>Pakistan</td>
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</table>

### Oceania

<table>
<thead>
<tr>
<th>Country</th>
<th>Country</th>
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</thead>
<tbody>
<tr>
<td>American Samoa</td>
<td>Northern Mariana Islands</td>
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<tr>
<td>Australia</td>
<td>Palau</td>
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<tr>
<td>Cook Islands</td>
<td>Papua New Guinea</td>
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<td>Fiji</td>
<td>Pitcairn</td>
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<td>French Polynesia</td>
<td>Samoa</td>
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<td>Guam</td>
<td>Solomon Islands</td>
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<td>Kiribati</td>
<td>Tokelau</td>
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<tr>
<td>Marshall Islands</td>
<td>Tonga</td>
</tr>
<tr>
<td>Federated States of Micronesia</td>
<td>Tuvalu</td>
</tr>
<tr>
<td>Nauru</td>
<td>Vanuatu</td>
</tr>
<tr>
<td>New Caledonia</td>
<td>Wallis and Futuna Islands</td>
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<tr>
<td>New Zealand</td>
<td></td>
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<tr>
<td>Niue</td>
<td></td>
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<tr>
<td>Norfolk Island</td>
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</table>
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>
</tr>
</thead>
<tbody>
<tr>
<td>AUA</td>
<td>assets under administration</td>
</tr>
<tr>
<td>DB</td>
<td>defined benefit</td>
</tr>
<tr>
<td>DC</td>
<td>defined contribution</td>
</tr>
<tr>
<td>EBC</td>
<td>employee benefit consultant</td>
</tr>
<tr>
<td>HMRC</td>
<td>HM Revenue &amp; Customs</td>
</tr>
<tr>
<td>LTA</td>
<td>lifetime allowance</td>
</tr>
<tr>
<td>PCLS</td>
<td>pension commencement lump sum</td>
</tr>
<tr>
<td>PIPs</td>
<td>pension investment plans</td>
</tr>
<tr>
<td>REP015</td>
<td>Retirement income flow data return</td>
</tr>
<tr>
<td>REP016</td>
<td>Retirement income stock and withdrawals flow data return</td>
</tr>
<tr>
<td>SIPP</td>
<td>self-invested personal pension</td>
</tr>
<tr>
<td>TIPs</td>
<td>trustee investment plans</td>
</tr>
<tr>
<td>UFPLS</td>
<td>uncrystallised funds pension lump sum</td>
</tr>
</tbody>
</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 SIPP schemes) 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 in to 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 uncrystallised 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.
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 ANotes 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.
- **Report the number of DB to DC transfers in that have taken place during the reporting period.** This should be DB to DC transfers only, and pension transfers with other safeguarded benefits should not be included. Section 32 buyout policies should also be excluded.
- The data required here is different to the data required under the Product Sales Data Return on pension transfers.

**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.**

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**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寻常ised 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寻常ised 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寻常ised and part crystallised plans which are in drawdown, but crystallise a new portion of their assets in the relevant reporting period, as they are not new entrants to drawdown.
- access their plan for the first time and take all of their benefits during the period. (These plan 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 withdrawals (£).

The total value should include the value of all uncrystralised 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.

**Q14: What was the total number of plans that entered drawdown during the reporting period by crystallised pot size?**

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).

**Q15 – Q19: Number of plans by plan holder age band and crystallised pot size**

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.

**Q20 – Q23: Number of plans by distribution channel and crystallised pot size**

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 *firm* 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 *firm* 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-
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
16 Reporting

Annex 43B

requires

tees on investments or funds structured through TIPs pay income back into the drawdown ac-
tount) should be reported in these questions.

Question 26 ‘Capital guarantee for part or all of assets’ captures all fixed term annuity products. These products may pay out an income that is set at the outset, but this income will not rise over the term.

Fixed term annuities should not be reported un-
der question 27 ‘Income guarantee for all or part of assets’. Question 27 is intended to capture unit-linked income guarantees in drawdown that have the potential to increase over the term, e.g. variable annuities and some of the new retirement account TIPs.

Of the plans reported as entering drawdown in question 14, report the number of ‘zero income’ plans where funds were crystallised and PCLS taken, but no taxable drawdown income has been taken.

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.

Q29: What was the total number of plans where only a PCLS was taken by crystallised pot size?

Q30: What was the total number of pension annu-
ities purchased during the reporting period by pot size?

The guidance to question 11 provides more in-
formation about which plan holders should be in-
cluded 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.

Q31 – Q35: Number of pension annuities by plan holder age band and pot size

Questions 31 to 35 ask for all the annuity pur-
chases 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 re-
poting period, or the age of the plan holder at the point the annuity was purchased.

Q36 – Q39: Number of pension annuities pur-
chased by distribution channel and pot size

Questions 36 to 39 ask for all the annuity pur-
chases 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.
Q40: Number of pension annuities by use of advice and pot size: number that were advised

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.

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)

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.

Q42 – Q53: Number of pension annuities by product types/options and pot size

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
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? |
| Q62 – Q66: Number of full encashments by plan holder age band and uncrystallised pot size |
| Q67: Number of full encashments by use of advice and pot size: number that were advised |
| 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) |

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.

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.

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.

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:
**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?

This captures plans where the plan holder is aged 55 and over and has never accessed their benefits (i.e. taken no PCLS, UFPLS or drawdown income) and which remain completely uncrystallised.

**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)?

Report the number of plans where the plan holder is aged 55 or over and has only uncrystallised assets (but has at any time accessed their pensions via UFPLS and so has assets remaining).

**Firms** should not include plans where the plan holder takes an UFPLS payment from uncrystallised funds, but part of the plan is already crystallised and in drawdown.

**Q6:** How many DC pension plans do you have in accumulation where the plan holder is aged under 55 years old?

Report the number of plans where the plan holder is aged under 55 years old and has never accessed their plan and so has only uncrystallised assets.

**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)?

Report any DC and money purchase plans that include guaranteed income benefit (whether this is in the form of a deferred annuity or guaranteed annuity rate). This would include, but is not limited to, plans that are created as a result of an individual or bulk transfer from a defined benefit occupational pension scheme and contracts 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.

[Note: see ‘Identifying the retirement income provider’ at paragraphs 8–11 of these notes.]

Do not report any plans which have been accessed in any way (e.g. where PCLS or UFPLS have been taken).
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
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

1FRN
Enter the firm reference number.

2Firm name
Enter the firm name as it appears on the Financial Services Register.

Director's certificate

3Is 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.

3.1Please 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'.

3.2How 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.

3.3How 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

4Please upload a copy of the director's certificate here in PDF format
[upload functionality]

Auditor's report

5Does 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
Please 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></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>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)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>If “Yes” then list the firm reference numbers (FRNs) of all of the additional firms included in this return.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nil return</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Do you wish to report a nil return?</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>All firms answering 'no' to question 3, must complete the following:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Over the reporting period, how many employees did the firm have on average?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>How many employees left the firm (for any reason) during the reporting period?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>What was the firm's annual employee turnover rate during the reporting period?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>What was the total remuneration paid to the firm's employees over the reporting period?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>What was the total amount of variable remuneration paid to the firm's employees over the reporting period?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>How does the firm charge fees to its customers?</td>
<td></td>
<td></td>
</tr>
<tr>
<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>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Profit and loss account (over reporting period)</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>What was the firm's income from seeking out, referrals and identification of claims or potential claims?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>What was the firm's income from all regulated claims management activities?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>What was the firm's income from all regulated activities?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>What was the firm's income from activities which are not regulated activities?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>What was the firm's total income, including from activities which are not regulated activities?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>What was the firm's expenditure in respect of all regulated claims management activities?</td>
<td></td>
<td></td>
</tr>
<tr>
<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>
<td></td>
<td></td>
</tr>
<tr>
<td>Q</td>
<td>Question</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>What was the firm's operating profit from regulated claims management activities?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Q</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>19</td>
<td>What was the value of the firm's total assets (fixed and current)?</td>
</tr>
<tr>
<td>20</td>
<td>How much cash did the firm hold?</td>
</tr>
<tr>
<td>21</td>
<td>What was the value of the firm's other current assets?</td>
</tr>
<tr>
<td>22</td>
<td>How much did the firm owe in overdrafts and bank loans due within one year?</td>
</tr>
<tr>
<td>23</td>
<td>What was the value of the firm's current liabilities (other than overdrafts and bank loans)?</td>
</tr>
<tr>
<td>24</td>
<td>What was the value of the firm's total (current and non-current) liabilities?</td>
</tr>
<tr>
<td>25</td>
<td>What was the value of the firm's current assets less the value of its current liabilities?</td>
</tr>
<tr>
<td>26</td>
<td>What was the value of the firm's total assets less the value of its current liabilities?</td>
</tr>
</tbody>
</table>

**Prudential resources**

<table>
<thead>
<tr>
<th>Q</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>27</td>
<td>What level of prudential resources did the firm hold at the end of the reporting period (as calculated in CMCOB 7.3)?</td>
</tr>
<tr>
<td>28</td>
<td>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>
</tr>
<tr>
<td>29</td>
<td>What was the firm's overheads requirement (as calculated in CMCOB 7.2.8R) as at the end of the reporting period?</td>
</tr>
<tr>
<td>30</td>
<td>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>
</tr>
<tr>
<td>31</td>
<td>Did the firm hold client money at any point during the reporting period?</td>
</tr>
<tr>
<td>32</td>
<td>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>
</tr>
<tr>
<td>33</td>
<td>Did the firm have a prudential surplus or deficit at the end of the reporting period?</td>
</tr>
<tr>
<td>34</td>
<td>What was the amount of the prudential surplus or deficit at the end of the reporting period?</td>
</tr>
</tbody>
</table>

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></th>
<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>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3
45 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)

**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 <strong>financial services or financial product claims</strong></td>
<td>(a) Payment protection insurance</td>
<td>(b) Packaged bank accounts</td>
<td>(c) Investments</td>
<td>(d) Payment card or bank charges</td>
</tr>
<tr>
<td>47 <strong>personal injury claims</strong></td>
<td>(a) Holiday sickness</td>
<td>(b) Road traffic accidents (excluding whiplash)</td>
<td>(c) Slips, trips and falls (excluding accidents at work)</td>
<td>(d) Accidents at work</td>
</tr>
</tbody>
</table>
### Annex 45A

**SUP 16 : Reporting requirements**

<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>
</table>

| 48 housing disrepair claims |
| 49 claims for a specified benefit |
| 50 criminal injury claims |
| 51 employment-related claims |

52 Of the above types of claim, which three saw the largest percentage change in number of successful claims?

<table>
<thead>
<tr>
<th>Type of claim</th>
<th>Percentage change</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td></td>
</tr>
<tr>
<td>(c)</td>
<td></td>
</tr>
</tbody>
</table>

### Relevant Connections

For firms with permission to carry on: seeking out, referrals and identification of claims or potential claim; or advice, investigation or representation in relation to financial services or financial product claims

53 Is the firm providing notification of individuals, as per CMCOB 2.1.21R? Yes / No

54 If the answer to question 53 is yes, please complete the following information:

Where CMCOB 2.1.21R(3) applies to the individual:

- name of the individual
- individual's role in the firm providing the notification
- name of the firm at which the FSCS-eligible activity was carried on by the individual
- date that role started
- date that role ended

Where CMCOB 2.1.21R(5) applies to the individual:

- name of individual A
- individual A's role in relation to the firm providing the notification
- name of individual B
- relationship between individual A and individual B
- name of the firm at which the FSCS-eligible activity was carried on by individual B
- date that role started
- date that role ended
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? If the firm has undertaken no regulated claims management activity during this reporting period then answer “yes” and submit the form.</td>
</tr>
<tr>
<td>Question</td>
<td>Notes</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>4 Over of the reporting period, how many employees did the firm have on</td>
<td>State how many employees the firm had on average during the reporting period.</td>
</tr>
<tr>
<td>average?</td>
<td></td>
</tr>
<tr>
<td>5 How many employees left the firm (for any reason) during the reporting</td>
<td>State the figure for the number of employees who left the firm.</td>
</tr>
<tr>
<td>period?</td>
<td></td>
</tr>
<tr>
<td>6 What was the firm’s annual employee turnover rate during the reporting</td>
<td>This should be the number of employees who left the firm during the reporting period (item 5) divided by the average number of employees the firm had during the reporting period (item 4), multiplied by 100.</td>
</tr>
<tr>
<td>period?</td>
<td></td>
</tr>
<tr>
<td>7 What was the total remuneration paid to the firm’s employees over the</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>reporting period?</td>
<td></td>
</tr>
<tr>
<td>8 What was the total amount of variable remuneration paid to the firm’s</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>employees over the reporting period?</td>
<td></td>
</tr>
<tr>
<td>9 How does the firm charge fees to its customers?</td>
<td>Please describe all the ways in which the firm 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>10 What was the total annual income for all regulated claims management</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>activities, as defined in FEES 4 Annex 11AR for the purposes of FCA fees</td>
<td></td>
</tr>
<tr>
<td>reporting (see guidance in FEES 4 Annex 13G)?</td>
<td></td>
</tr>
<tr>
<td>11 What was the firm’s 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>12 What was the firm’s income from all regulated claims management</td>
<td></td>
</tr>
<tr>
<td>activities?</td>
<td></td>
</tr>
<tr>
<td>13 What was the firm’s income from all regulated activities?</td>
<td></td>
</tr>
<tr>
<td>14 What was the firm’s income from activities which are not regulated</td>
<td></td>
</tr>
<tr>
<td>activities?</td>
<td></td>
</tr>
<tr>
<td>15 What was the firm’s total income, including from activities which are</td>
<td>This should be the sum of items 13 and 14.</td>
</tr>
<tr>
<td>not regulated activities?</td>
<td></td>
</tr>
<tr>
<td>16 What was the firm’s expenditure in respect of all regulated claims</td>
<td>Include any share of overheads which is allocated to income from regulated claims management activities.</td>
</tr>
<tr>
<td>management activities?</td>
<td></td>
</tr>
<tr>
<td>17 What was the firm’s expenditure in respect of all regulated claims</td>
<td></td>
</tr>
<tr>
<td>management activities (excluding expenditure of the sort listed in CMCOB</td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Notes</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>18 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>19 What was the value of the firm’s total assets?</td>
<td>Include all fixed and current assets.</td>
</tr>
<tr>
<td>20 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>21 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>22 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>23 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>24 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>25 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>26 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>27 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>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?</td>
<td>CMCOB 7.2.8R sets out how the overheads requirement is to be calculated.</td>
</tr>
<tr>
<td>29 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>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?</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>
</tbody>
</table>
## Question Notes

### Question 31
Did the firm hold client money at any point during the reporting period?

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.

### Question 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?

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.

### Question 33
Did the firm have a prudential surplus or deficit at the end of the reporting period?

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.

### Question 34
What was the amount of the prudential surplus or deficit at the end of the reporting period?

Enter positive figures only (irrespective of whether the amount was a surplus or deficit.)

The rest of the questions are only for firms that have permission for advising on a claim, investigating a claim, or representing a claimant.

### Question 35
Does the firm have permission for advice, investigation or representation in relation to a personal injury claim?

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.

### Question 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?

Answer “yes” or “no”.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>31</td>
<td>Did the firm hold client money at any point during the reporting period?</td>
</tr>
<tr>
<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>
<td></td>
</tr>
<tr>
<td>32</td>
<td>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>
</tr>
<tr>
<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>
<td></td>
</tr>
<tr>
<td>33</td>
<td>Did the firm have a prudential surplus or deficit at the end of the reporting period?</td>
</tr>
<tr>
<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>
<td></td>
</tr>
<tr>
<td>34</td>
<td>What was the amount of the prudential surplus or deficit at the end of the reporting period?</td>
</tr>
<tr>
<td>Enter positive figures only (irrespective of whether the amount was a surplus or deficit.)</td>
<td></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></td>
</tr>
<tr>
<td>35</td>
<td>Does the firm have permission for advice, investigation or representation in relation to a personal injury claim?</td>
</tr>
<tr>
<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>
<td></td>
</tr>
<tr>
<td>36</td>
<td>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>
</tr>
</tbody>
</table>
| Answer “yes” or “no”.

If yes:

(a) Who is the underwriter of the insurance?

State the underwriter’s name.

(b) What is the policy renewal date?

Provide the end date of the policy in the format dd/mm/yyyy.

(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?

If the policy applies different indemnity limits to different insured events, enter the lowest applicable limit.

(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 Report?

Answer “yes” or “no”.

![image](image-url)
<table>
<thead>
<tr>
<th>Question</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<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></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></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>
</tbody>
</table>
### Question Notes

<table>
<thead>
<tr>
<th>Question</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<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>52 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

REP020 Statistics on the availability and performance of a dedicated interface form:

SUP 16 Annex 46AD
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) 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...
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 regulation 69(2)(b) of the Payment Services Regulations 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 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 regulation 68(4), (7) and (8) of the Payment Services Regulations 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

<table>
<thead>
<tr>
<th>Quarterly statistics on availability and performance of dedicated interfaces</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A – Do you wish to make a nil return?</td>
</tr>
<tr>
<td>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’.</td>
</tr>
<tr>
<td>ASPSPs providing access via other means other than a dedicated interface are not required to submit a return and should select ‘yes’.</td>
</tr>
<tr>
<td>2A – Interface Name/Id</td>
</tr>
<tr>
<td>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).</td>
</tr>
<tr>
<td>2B – Interface type</td>
</tr>
<tr>
<td>Select what type of interface the statistics are being provided for:</td>
</tr>
<tr>
<td>• PSU interface</td>
</tr>
<tr>
<td>• Dedicated interface</td>
</tr>
<tr>
<td>2C – Has exemption been granted for dedicated interface?</td>
</tr>
<tr>
<td>Select ‘yes’ or ‘no’ indicating if the interface has been exempted under article 33(6) of the SCA RTS.</td>
</tr>
<tr>
<td>2D – Uptime (%)</td>
</tr>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>
### Performance statistics

#### Payment Services User (PSU) interface

**2E – Downtime (%)**

ASPSPs should report the downtime of the interface as a percentage in accordance with the calculation method at GL 2.4(b) EBA Guidelines for each day in the reporting period (up to 92 days where applicable). Percentage figure should be provided to two decimal places.

#### Dedicated interface

**2F – response (millisecs)**

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.

**2G – AISP response (millisecs)**

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 Regulation 69(2)(b) of the Payment Services Regulations and article 36(1)(b) of the SCA RTS.

**2H – PISP response (millisecs)**

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 (millisecs)**

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 regulation 68(4), (7) and (8) of the Payment Services Regulations and article 36(1)(c) of the SCA 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 SCA 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

<table>
<thead>
<tr>
<th>(1)</th>
<th>(2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date information reported:</td>
<td>Confirm information being reported is accurate and complete</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(3)</th>
<th>(4)</th>
<th>(5)</th>
<th>(6)</th>
<th>(6A)</th>
<th>(7)</th>
<th>(7A)</th>
<th>(8)</th>
<th>(9)</th>
<th>(10)</th>
<th>(11)</th>
<th>(12)</th>
<th>(13)</th>
<th>(14)</th>
<th>(15)</th>
<th>(16)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passport number and nationality for any Director</td>
<td>Customer engagement method</td>
<td>Work place (on-line, local)</td>
<td>Telephone(s)</td>
<td>Post code</td>
<td>Street/Locality</td>
<td>Correspondence address</td>
<td>Deceased</td>
<td>Date of birth</td>
<td>Name</td>
<td>Address (Director)</td>
<td>Date of appointment</td>
<td>Date of termination</td>
<td>Qualifications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number or for whom a passport number, and not an NI number, is provided</td>
<td>Activities with face to face</td>
<td>Customer face to face</td>
<td></td>
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</tr>
<tr>
<td>Individual name</td>
<td>Date of appointment</td>
<td>Date of termination</td>
<td>Relevant qualifications</td>
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</tr>
</tbody>
</table>

**Note:** This table is a simplified representation of the directory persons report requirements. The actual form may include additional fields and details.
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>Passport number and nationality, customer ID, and contact information</td>
</tr>
<tr>
<td>(2)</td>
<td>Method(s) for resolving disputes and contact details for the customer service representative</td>
</tr>
<tr>
<td>(3)</td>
<td>Relevant personnel and their role</td>
</tr>
<tr>
<td>(4)</td>
<td>Relevant roles currently held</td>
</tr>
<tr>
<td>(5)</td>
<td>Activities in which they hold the relevant role</td>
</tr>
<tr>
<td>(6)</td>
<td>Customer engagement (e.g., telephone, email, written communication)</td>
</tr>
<tr>
<td>(7)</td>
<td>Relevant personnel and their role</td>
</tr>
<tr>
<td>(8)</td>
<td>Relevant roles currently held</td>
</tr>
<tr>
<td>(9)</td>
<td>Activities in which they hold the relevant role</td>
</tr>
<tr>
<td>(10)</td>
<td>Customer engagement (e.g., telephone, email, written communication)</td>
</tr>
<tr>
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</tr>
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<tr>
<td>(13)</td>
<td>Activities in which they hold the relevant role</td>
</tr>
<tr>
<td>(14)</td>
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</tr>
<tr>
<td>(15)</td>
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</tr>
<tr>
<td>(16)</td>
<td>Relevant roles currently held</td>
</tr>
<tr>
<td>(17)</td>
<td>Activities in which they hold the relevant role</td>
</tr>
<tr>
<td>(18)</td>
<td>Customer engagement (e.g., telephone, email, written communication)</td>
</tr>
<tr>
<td>(3)</td>
<td>(4)</td>
</tr>
<tr>
<td>-----</td>
<td>-----</td>
</tr>
<tr>
<td>Passport number and nationality, for any Directory person who does not have an NI number or for whom a passport number, and not an NI number,</td>
<td></td>
</tr>
<tr>
<td>Customer engagement method Work-Rel-oc (on-line, local-ant tele- sion(s)ac- phone (post cred- face co-ited to de(s)) body face) for mem- of any ber- fered Dir- ship by ect- for any ory any Dir- per- Direct- son ect- ory who ory per- de- per- son als son who with who de- cus- de- als tomerals</td>
<td></td>
</tr>
<tr>
<td>Activities which the Directory person carries on and for which they hold the relevant qualifications, so to to</td>
<td></td>
</tr>
<tr>
<td>schemes, personal pension schemes or broker funds</td>
<td></td>
</tr>
<tr>
<td>[FCA CF] (2) [deleted]</td>
<td>3. Giv- ing personal re- commen- dations</td>
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<tr>
<td>(3)</td>
<td>(4)</td>
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<tr>
<td>(3)</td>
<td>(4)</td>
</tr>
<tr>
<td>Sup-</td>
<td>port</td>
</tr>
</tbody>
</table>
| Customer engagement method (on place event, local contact, telephone) face to face, for any beneficiary Distinguished Director or Director for whom a passport number and an NI number per Director or person with whom face to face deals to relevant qualification on derivative [FCA CF] (3) Proprietary trader 4. Giving personal recommendations on retail investment products
<table>
<thead>
<tr>
<th>(3)</th>
<th>(4)</th>
<th>(5)</th>
<th>(6)</th>
<th>(6A)</th>
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<th>(12)</th>
<th>(13)</th>
<th>(14)</th>
<th>(15)</th>
<th>(16)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passport number</td>
<td>and nationality</td>
<td>for any Directory person who does not have an NI Number or for whom a passport number, and not an Individual, Name has a formal connection with the number</td>
<td>Customer engagement methodology for Work-Related activities, including local telephone(s), face-to-face, or through the use of any other method of communication,</td>
<td>for members of any firm</td>
<td>Director or person on the executive of whom the Director is a member of</td>
<td>whom the Director is not a member of</td>
<td>for which</td>
<td>any and</td>
<td>and</td>
<td>for which</td>
<td>the relevant</td>
<td>Activities which</td>
<td>with face with the</td>
<td>to</td>
<td>and</td>
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<td>(3)</td>
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<td>(6A)</td>
<td>(7)</td>
<td>(7A)</td>
<td>(8)</td>
<td>(9)</td>
<td>(10)</td>
<td>(11)</td>
<td>(12)</td>
<td>(13)</td>
<td>(14)</td>
<td>(15)</td>
<td>(16)</td>
</tr>
<tr>
<td>Individual, Name</td>
<td>has a formal connection with the number</td>
<td>the Director</td>
<td>carries on and for which</td>
<td>they hold</td>
<td>the relevant qualifications</td>
<td>to</td>
<td>to</td>
<td>to</td>
<td>do</td>
<td>do</td>
<td>do</td>
<td>so</td>
<td>so</td>
<td>so</td>
<td>so</td>
</tr>
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| (IRN) | provided birth number or | known names | Date of start of role | currently held | which | are not | broker | funds | 6. Giving personal recommendations on | Friendly Society and |...
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| Pass- | port | num- | ber | and | na- | tion- | al- | ity, | for | any | Direct- | tory | person | who | does | not | have | an | NI | Num- | ber | or | for | whom | a | passport | num- | ber, | and | not | an | In- | di- | num- | vidual, | Na- | Ref- | er- | pre- | in- | ence vi- | sur- | Num-ously | ance | Date | been | (NI) | of | Title | First | (IRN) | poundshumberbirth | (optional) | name | know- | (if | Last | (if | Last | started | role | ended | held | Rele- | vant | quali- | fications | ety | tax- | exempt | pol- | icies | (other | than | Hol- | loway | sick- | ness | poli- | cies | where | the | Hol- | loway |...
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7. Giving personal recommendation [FCA CF (5)]

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**Annex 47AR**

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<td>Passport number and nationality for any Director person who does not have an NI Number or for whom a passport number and not an Individual Number, Name, Nationality, commonly known Middle Name, Date of Birth, Date of Issue (optional), role ended</td>
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<td>Customer engagement method(s). Relevant qualifications on long-term care insurance contracts 8. Giving personal recommendations [FCA CF (6)] Manager of certifica-</td>
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<td>Passport number and nationality, for any Director or person who does not have an NI Number or for whom a passport number, and not an Individual Number, have been (NI) provided. (if Last Name is known) Names of employees relevant to investment business in the course of corporate finance activity.</td>
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<td>Customer engagement method, work-related (on-place evidence, local ant tele-conference, post credit face to face) for member of any board or any of the Directors for whom a reference is required.</td>
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<td>(IRN) proving birth (optional) known names (if Last Name is known) Dates of start and end of role</td>
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- **Passport number and nationality** for any Director or person who does not have an NI number or for whom a passport number, and not an Inviduaer, Name has a known Middle name.

- **Customer engagement methods**:
  - On-place evidence (location, local, telephone(s), post credit card face to face) for member of any bereft Direct
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- **Ectory person carries on and for which they hold the relevant qualifications**:

- **Activities with face with cus to customer face tome and and and re require require require**

- **Day a a a qual quali quali fication fication fication**

- **Risk taker participation at Lloyd's**

- **FCA CF (8)** Advising on P2P agreements

- **FCA CF 10. Broker**
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<td>Passport number and national identity, for any Director person who does not have an NI number or for whom a passport number, and not an NI number, contains Name, reference (personal, common, middle) and Official NI number or personal identification number (IRN) of Title (if known) Name (if known) Date of birth (optional) Date of qualification held Relevant roles currently held</td>
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<td>[PRA 11 CF] Significant risk taker or [PRA 12] Transfer or material risk taker Pension transfer specialist</td>
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<tr>
<td>Passport number and nationality, for any Director or person who does not have an NI Number or for whom a passport number, and not an Individual National Reference number, Name, common initials and, if known, Middle name</td>
<td>Customer engagement method(s)</td>
<td>On-place evidence, location, telephone/post credit card face to face body</td>
<td>Any reference for member of any body of a Director or person who for whom a Director or person holds an NVI or for whom a Director or person holds a National Reference number, Name, common initials and, if known, Middle name</td>
<td>Activities which the Director of person carries on and for which they hold the relevant qualifications</td>
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| been (NI) of Title First (if Last started role ended) role held |
| holder |
| personal schemes, personal schemes or broker funds |
| [PRA CF] Managing a |
| 13. Giving personal re- |

**SUP 16 : Reporting requirements**

Annex 47AR
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**Customer engagement**

Method(s): on-place events, local attendance, telephone/POST credits, face to face (for members of any board of directors) or by electronic means (for any other person)

**Activities which the Director or person carries on and for which they hold the relevant qualifications**

- Material risk taker
- Recommendations on and dealing in derivatives

**Director of firm who is not a managing investments**

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| Passport number and nationality | Customer engagement methods | Work-Related (on-site, local, telecommunication(s)ac- face to de(s))body | for mem- | of any ben- | fered Dir- | ship by ect- | for any ory any | Dir- | per-Direc- | tory who ory | per- de- per- son als son | with who de- cus- de- als tomerals | with face with cus- | to customer face tome | and and re- re- require require | a a a qual-quali- quali- quali- fica- fica- fica- tion tion tion |
| who does not have an NI Number | or for whom a passport number is | | | | Activities which | the Directory person carries on and for which they hold | the relevant | qualification | tive functions | in relation to ef- | fecting or car- |rying out con- | tracts of insur- | ance which are |
| In- NI individual Name | Ref- has tional | Name is com- | monly known in- | | | | | | | | | | | | |
| Number, and not an In- NI individual | Name | | | | | | | | | | | | | | |
| Number | | | | | | | | | | | | | | | |
| Activities which | the Directory person carries on and for which they hold | the relevant | qualification | tive functions | in relation to ef- | fecting or car- |rying out con- | tracts of insur- | ance which are |</p>
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<tr>
<td>Pass-</td>
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<td>Direct-</td>
<td>tory</td>
<td>person</td>
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</table>
| Passport number and nationality, for any Direct-ory person who does not have an NI Number or for whom a passport number, and not an Individual Number, Name is common ly known Middle Name, Date of Birth, Date of Start, Date of End of role held Relevant qualifications to do do do so so so
| Customer engagement method, Work-Related (on-place event, local-ant tele- vision(s)ac- phonepost cred- face to de(s))body for mem- ber, any ber- fered Dir- ship by ect- for any ory any Dir- per- Direct-son ect- ory who ory per- de- person als son who with who de- cus- de- tomerals
| Activities which the Direct- ory person carries on and for which they hold the relevant quali- fications to do do do so so so
| 20. Advis- ing or arrang- ing (bringing about) regul- ated mort- gage con- tracts
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<thead>
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<th>(14)</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Passport number and nationality, for any Director or person who does not have an NI Number or for whom a passport number, and not an Individual number, Name, Nationality, Person, and Reference number, Name, Nationality, Person, and Reference number.</td>
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<tr>
<td>Customer engagement method(s)</td>
<td>(on- premise mobile, local, telemetric(s), post credit card face-to-face) for members of any business or for any person</td>
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<tr>
<td>Activities which the Director or person carries on and for which they hold the relevant qualifications for a non-business purpose.</td>
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21. Advising or arranging (bringing about) equity re-release transactions.
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<tbody>
<tr>
<td>Passport number and nationality for any Directory person who does not have an NI Number or for whom a passport number, and not an Individual, Name reference. Commonly known Middle name Date of birth (optional) Name Date of birth (optional)</td>
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| Customer engagement method on-place evidence, location(s) of telephone(s) (post credit (face-to-face) for members of any beneficial Directory ship by entity for any entity Directory-Directory-Directory for Directory-Directory-Directory, whom de-cus- de-cus- de-cus-als toomerals-
| Activities which the Directory person carries on and for which they hold the relevant qualifications to to to to to to to to to to to to to |

21A. Designing scripted questions for execution-only sales of regulated mortgage
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<tr>
<td>Passport number</td>
<td>and nationality</td>
<td>for any Director or person who does not have an NI Number or for whom a passport number, and not an Individual, Name</td>
<td>Customer engagement method(s) - (onsite evaluation, local agent telephone(s), post credit face-to-face) for members of any board of directors.</td>
<td>Activities which the Director or person carries on and for which they hold the relevant qualifications.</td>
<td>Contracts for a non-business purpose.</td>
<td>22. Responsibility for Insurance Distribution (MI- Relevant questions for execution of (IRN) provided number birth (optional) name known) name.</td>
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</table>
### SUP 16 : Reporting requirements

#### Annex 47AR

<table>
<thead>
<tr>
<th>Column</th>
<th>Content</th>
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</thead>
<tbody>
<tr>
<td>(3)</td>
<td>Passport number and nationality for any person who does not have an NI number or is a non-taxable individual.</td>
</tr>
<tr>
<td>(4)</td>
<td>Customer engagement methods for Work-Rel Method (on-site event, local attendance, teleconference, post crédit or de(s) body face) for members of any bereft shipping society for any or any person.</td>
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<td>(5)</td>
<td>Activities which the Director person carries out and for which they hold relevant qualifications.</td>
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<td>(6)</td>
<td>In-NI person with face to customer face time and and requirements.</td>
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<td>(6A)</td>
<td>Activities which the Director person carries out and for which they hold relevant qualifications.</td>
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<td>(7)</td>
<td>Individuals with face to customer face time and and requirements.</td>
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<td>Relevant qualifications to do do do.</td>
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<td>(8)</td>
<td>Only sales of equity release transactions.</td>
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<td>(9)</td>
<td>Responsibility for MCD.</td>
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<td>(10)</td>
<td>Intermediation (MI-22.1R).</td>
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<td>(11)</td>
<td>Relevant qualifications to do do do.</td>
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<td>(12)</td>
<td>Authorising.</td>
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<td>Passport number and nationality, for any Director person whom a passport number, and not an In- Ni individual, Name commonly known Middle Relevant roles currently held</td>
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<td>Customer engagement method(s)-Rel- (on- place ev- line, loca- ant tele- tion(s)-ac- phone (post cred- face co- ited to de(s))body face) for mem- of- any ber- referred Dir- ship by ect- for any ory any Dir- per- ect- son ect- ory who ory per- de- person als son who with whom de- cus- deal- als customers with face with cus- to custom- face tome and and and re- re- re- require require require</td>
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<td>Activities which the Director person carries on and for which they hold the relevant qualifications</td>
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**PRU 2.2.1R**

to-day basis in re-lation to equity re-lease transac-tions
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 and nationality 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”.


(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); and The London Institute of Banking and Finance (LIBF). 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.
### Products covered by the reporting requirement in SUP 16.27.7R

<table>
<thead>
<tr>
<th>Product</th>
<th>Product definition</th>
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</thead>
<tbody>
<tr>
<td>After the event legal expenses</td>
<td>contracts of insurance (or cover within a policy), taken out in relation to an event that has already occurred, to provide cover against the risks of loss to the persons insured attributable to their incurring legal expenses, including costs of litigation in relation to that event.</td>
</tr>
<tr>
<td>Alloy wheel insurance</td>
<td>contracts of insurance against the risks of loss in relation to vehicle alloy wheels.</td>
</tr>
<tr>
<td>Before the event legal expenses</td>
<td>contracts of insurance (or cover within a policy), taken out in relation to a potential future event or events, to provide cover against the risks of loss to the persons insured attributable to their incurring legal expenses, including costs of litigation.</td>
</tr>
<tr>
<td>Breakdown insurance</td>
<td>contracts of insurance under which benefits are provided in the event of an accident to or breakdown of a vehicle including those where the effecting and carrying out is excluded from article 10(1) or 10(2) of the Regulated Activities Order by article 12(1), but excluding parts and garage cover contracts of insurance.</td>
</tr>
<tr>
<td>Dental cover</td>
<td>contracts of insurance providing benefits in the nature of indemnity, with or without limit, or fixed pecuniary benefits (or a combination of both) against risks of loss to the persons insured attributable to their incurring the cost of dental work.</td>
</tr>
<tr>
<td>Excess protection (for motor insurance)</td>
<td>contracts of insurance to cover the risks of incurring an excess in the event of a motor insurance claim.</td>
</tr>
<tr>
<td>Extended warranty – furniture</td>
<td>contracts of insurance against the risks of loss attributable to damage to furniture and having the effect as if the manufacturer’s or vendor’s warranty on the furniture is extended for a period of time or is extended in scope.</td>
</tr>
<tr>
<td>Extended warranty – electrical goods</td>
<td>contracts of insurance against the risks of loss attributable to failure of an electrical product (excluding motor vehicles and personal gadgets) and having the effect as if the manufacturer’s or vendor’s warranty on the product is extended for a period of time or is extended in scope.</td>
</tr>
<tr>
<td>Extended warranty – motor</td>
<td>contracts of insurance against the risks of loss to the persons insured attributable to failure of a motor vehicle and having the effect as if the manufacturer’s or vendor’s warranty on the motor vehicle is extended for a period of time or is extended in scope.</td>
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<tr>
<td>Product</td>
<td>Product definition</td>
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<tr>
<td>Gadget (including mobile phone)</td>
<td>contracts of insurance against the risks of loss attributable to loss, breakdown or failure of a personal electronic gadget (including mobile phones).</td>
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<tr>
<td><strong>GAP contracts</strong></td>
<td>see Glossary definition.</td>
</tr>
<tr>
<td>Healthcare cash plan</td>
<td>contracts of insurance providing fixed pecuniary benefits against risks of the persons insured requiring health care for sickness, infirmity, dental work or injuries sustained.</td>
</tr>
<tr>
<td>Home – buildings</td>
<td>contracts of insurance against loss of or damage to the structure of (but not the contents of) domestic properties.</td>
</tr>
<tr>
<td>Home – buildings and contents</td>
<td>contracts of insurance against loss or damage to either the structure or contents of domestic properties and including cover against risks of incurring liabilities to third parties arising out of injuries sustained within the boundary of a domestic property.</td>
</tr>
<tr>
<td>Home – contents</td>
<td>contracts of insurance against loss of or damage to the contents of (but not the structure of) domestic properties.</td>
</tr>
<tr>
<td>Home emergency</td>
<td>contracts of insurance providing assistance in the event of home emergencies.</td>
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<tr>
<td>Identity theft</td>
<td>contracts of insurance relating to assistance in the event of identity theft.</td>
</tr>
<tr>
<td>Key cover</td>
<td>contracts of insurance to cover the risks of loss arising from lost, stolen and/or broken keys.</td>
</tr>
<tr>
<td>Missed Event/Ticket insurance</td>
<td>contracts of insurance against the risk of loss of use of the ticket (excludes travel policies).</td>
</tr>
<tr>
<td>Mortgage payment protection</td>
<td>payment protection contracts enabling a policyholder to protect their ability to continue to make payments due to third parties in respect of mortgages.</td>
</tr>
<tr>
<td>Motor</td>
<td>motor vehicle liability, where the vehicle has more than two wheels and is not a motorcycle with side-car and:</td>
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<tr>
<td></td>
<td>(a) the primary purpose of each vehicle insured on the contract is to transport nine or fewer non-fare paying persons and each vehicle insured on the contract is individually rated;</td>
</tr>
<tr>
<td></td>
<td>(b) the primary purpose of each vehicle insured on the contracts is to transport nine or fewer non-fare paying persons the persons insured are not a body corporate or partnership, and the number of vehicles insured on the contract is three or less; or</td>
</tr>
<tr>
<td></td>
<td>(c) the primary purpose of each vehicle insured on the contracts is to transport ten or more non-fare paying persons, the persons insured are not a body corporate or partnership and each vehicle insured on the contract is individually rated.</td>
</tr>
<tr>
<td>Motorcycle</td>
<td>motor vehicle liability in respect of two-wheeled vehicles or motorcycles with a side car.</td>
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<tr>
<td>Product</td>
<td>Product definition</td>
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<tr>
<td>Parts and garage cover</td>
<td><em>contracts of insurance</em> to cover the risks of incurring parts and garage repair costs in the event of a motor vehicle breakdown, but excluding breakdown insurance.</td>
</tr>
<tr>
<td>Payment protection (including credit card, store cards and personal loans)</td>
<td><em>payment protection contracts</em> enabling a <em>policyholder</em> to protect their ability to continue to make payments due to third parties other than in respect of mortgages.</td>
</tr>
</tbody>
</table>
| Personal accident | *contracts of insurance* providing fixed pecuniary benefits and/or benefits in the nature of indemnity against the risks of a beneficiary:  
(a)sustaining injury as a result of an accident; or  
(b)dying as a result of an accident; or  
(c)becoming incapacitated in consequence of disease, but excluding healthcare cash plans and private medical products. |
<p>| Pet – accident only policies | <em>contracts of insurance</em> against the risk of loss to the person insured attributable to accidents to domestic pets, providing for each accidental injury. |
| Pet – lifetime policies | <em>contracts of insurance</em> against risk of loss to the person insured attributable to new illness or injury to domestic pets, providing a set amount of cover each year the policy remains in force. |
| Pet – maximum benefit policies | <em>contracts of insurance</em> against risk of loss to the person insured attributable to sickness of or accidents to domestic pets providing a fixed maximum benefit for each illness or injury. |
| Pet – time-limited policies | <em>contracts of insurance</em> against risk of loss to the person insured attributable to sickness of or accidents to domestic pets to cover the treatment of each illness or injury and a set time period for which treatment of each illness or injury will be covered. |
| Single trip – travel | <em>contracts of insurance</em> against a risk of loss to the persons insured attributable to a travelling on single-trip or to their making of travel arrangements for a single trip. |
| Travel (annual) – EU | <em>contracts of insurance</em> against a risk of loss to the persons insured attributable to their travelling or to their making of travel arrangements, covering the UK and/or the EU for a year. |
| Travel (annual) – worldwide | <em>contracts of insurance</em> against a risk of loss to the persons insured attributable to their travelling or to their making of travel arrangements, covering worldwide travel (excluding European-only travel insurance) for a year. |
| Tyre insurance | <em>contracts of insurance</em> to cover the risks of loss arising from the need to repair or replace motor vehicle tyres. |</p>
<table>
<thead>
<tr>
<th>Product</th>
<th>Product definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle cosmetic insurance</td>
<td>contracts of insurance to cover the risks of loss arising from cosmetic damage to motor vehicles such as minor scratches and dents. (excludes motor and motorcycle insurance policies).</td>
</tr>
<tr>
<td>Vehicle misfuelling insurance</td>
<td>contracts of insurance to cover the risks of loss arising from putting the wrong fuel into motor vehicles.</td>
</tr>
<tr>
<td>Vehicle pothole insurance</td>
<td>contracts of insurance to cover risks of loss arising from vehicle damage caused by potholes.</td>
</tr>
<tr>
<td>Wedding and party insurance</td>
<td>contracts of insurance against the risk of loss arising from the cancellation of weddings or private parties.</td>
</tr>
</tbody>
</table>
Value measures report form (REP019)

<table>
<thead>
<tr>
<th></th>
<th>Reporting period covered by this report</th>
<th>Year ended 31/12/XXXX</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Is this the first report or re-statement?</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Reporting Firm</td>
<td>FRN Number</td>
</tr>
<tr>
<td>3</td>
<td>Please confirm that the reporting firm understands that the FCA produces and publishes guidance that contains the value measures data information that the firm submitted to the FCA</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Please confirm that the reporting firm has informed any other firm to whom the relevant value measures information data relate that the FCA publishes the guidance</td>
<td></td>
</tr>
</tbody>
</table>
### SUP 16 : Reporting

**Annex 48AR requirements**

<table>
<thead>
<tr>
<th>Total claims paid-out number cost (for claims where all or part of the claim has been accepted and a pay-out has been made)</th>
<th>Number</th>
<th>Average</th>
<th>The amount made of claims that have been accepted and paid out at the top 2% of claim amount.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number £'000</td>
<td>Number</td>
<td>Number</td>
<td>%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>After All Names of the five largest distribution arrangements</th>
<th>Al-loy on wheel insurance</th>
<th>Before All Names of the five largest distribution arrangements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add-on Product or category</td>
<td>Distribution of total sales to pre-claims policies</td>
<td>Add-on Product or category</td>
</tr>
<tr>
<td>Name</td>
<td>Number</td>
<td>Number</td>
</tr>
</tbody>
</table>

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After All Names of the five largest distribution arrangements:

1. Names of the five largest distribution arrangements.
2. Al-loy on wheel insurance:
3. Before All Names of the five largest distribution arrangements:
<table>
<thead>
<tr>
<th>Event Legal Expenses</th>
<th>Product or Product Category</th>
<th>All Names Before of the Five Event Legal Expenses</th>
<th>Arrangements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Legal Expenses</td>
<td>Product or Product Category</td>
<td>All Names Before of the Five Event Legal Expenses</td>
<td>Arrangements</td>
</tr>
<tr>
<td>Event Legal Expenses</td>
<td>Product or Product Category</td>
<td>All Names Before of the Five Event Legal Expenses</td>
<td>Arrangements</td>
</tr>
<tr>
<td>Event Legal Expenses</td>
<td>Product or Product Category</td>
<td>All Names Before of the Five Event Legal Expenses</td>
<td>Arrangements</td>
</tr>
</tbody>
</table>
**SUP 16 : Reporting requirements**

### Annex 48AR requirements

<table>
<thead>
<tr>
<th>Category</th>
<th>UK premiums received in claims year (£’000)</th>
<th>Number</th>
<th>Number</th>
<th>Number</th>
<th>£’000</th>
<th>£’000</th>
<th>Number</th>
<th>Number</th>
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</thead>
<tbody>
<tr>
<td>Product or category</td>
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<tr>
<td>Add on or build alone</td>
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<tr>
<td>Excess on protection (for motor insurance)</td>
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<tr>
<td>Excess alone of protection (for motor insurance)</td>
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<tr>
<td>Excess on protection of the largest percentage (for motor insurance)</td>
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<tr>
<td>Excess alone of protection of the largest percentage (for motor insurance)</td>
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</tr>
</tbody>
</table>

- **Number of claims paid out for claims where all or part of the claim has been accepted and a payment has been made.**
- **The amount that has been made.**
- **The number of claims made.**
- **The average payment made.**
- **The number of claims closed.**
- **The claim closure rate.**
- **The number of claims closed as a percentage.**
- **The number of claims closed as a percentage of the claims received.**
| Product or arrangement | Add-Exx | Extended | Add-Exx | Names | Names | Number | Number | % | Number | Number | % | Number | Number | % | £’000 | £’000 | £ | £ | Number | Number | % |
|------------------------|--------|----------|--------|-------|-------|--------|--------|---|--------|--------|---|--------|--------|---|------|------|---|--------|--------|---|
| Product or arrangement | Add-Exx | Extended | Add-Exx | Names | Names | Number | Number | % | Number | Number | % | Number | Number | % | £’000 | £’000 | £ | £ | Number | Number | % |
| Product or arrangement | Add-Exx | Extended | Add-Exx | Names | Names | Number | Number | % | Number | Number | % | Number | Number | % | £’000 | £’000 | £ | £ | Number | Number | % |

**Total claims paid-out cost (for claims where all or part of the claim has been accepted and a payout has been made of the claim as a percentage of the top 2% of claim claims of UK premiums in Claims closed at the inceptance year rate paid-out above walkaway plaints claims)**
<table>
<thead>
<tr>
<th>Service</th>
<th>Number of claims</th>
<th>Number of claims accepted and paid out</th>
<th>Average claim amount paid out</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warranted</td>
<td>5000</td>
<td>90%</td>
<td>£1000</td>
</tr>
<tr>
<td>Furniture</td>
<td>3000</td>
<td>85%</td>
<td>£800</td>
</tr>
<tr>
<td>Appliances</td>
<td>2000</td>
<td>80%</td>
<td>£500</td>
</tr>
<tr>
<td>Electronics</td>
<td>1500</td>
<td>75%</td>
<td>£400</td>
</tr>
</tbody>
</table>

**Total:**
- Number of claims: 13,500
- Number of claims accepted and paid out: 11,625
- Average claim amount paid out: £816
### SUP 16 : Reporting requirements

#### Annex 48AR

<table>
<thead>
<tr>
<th>Add-on Product or Arrangement</th>
<th>Number of Pol. Sales</th>
<th>Total Number of Pre-Claimsics</th>
<th>Number £'000</th>
<th>Number Number</th>
<th>% Number Number</th>
<th>% £'000</th>
<th>£ £</th>
<th>Number Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motor distribution arrangement</td>
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</table>

Ex. Stand-Names of warranty five largest motor distribution arrangement

GadgetAdd-on including Names of five largest
### Total Claims Out

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
<th>Percentage</th>
<th>Amount £000</th>
<th>Number</th>
<th>Percentage</th>
<th>Amount £000</th>
</tr>
</thead>
<tbody>
<tr>
<td>All claims (UK)</td>
<td>2%</td>
<td>100%</td>
<td>2%</td>
<td>100%</td>
<td>2%</td>
<td>100%</td>
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<tr>
<td>Claims made</td>
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<td>Claims accepted</td>
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<td>Claims closed</td>
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<td>Claims paid out</td>
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<tr>
<td>Claims where all or part of the claim has been accepted</td>
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<tr>
<td>Claims where all or part of the claim has been rejected</td>
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<tr>
<td>Claims where all or part of the claim has been rejected</td>
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<tr>
<td>Claims where all or part of the claim has been rejected</td>
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<tr>
<td>Claims where all or part of the claim has been rejected</td>
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<tr>
<td>Claims where all or part of the claim has been rejected</td>
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</tbody>
</table>

**Note:** The table above categorizes all claims (UK) into various groups based on the status of the claim as of the end of the reporting period.
### Reporting requirements

<table>
<thead>
<tr>
<th>Number of claims</th>
<th>Total claims number</th>
<th>Number of claims</th>
<th>Total claims number</th>
<th>Number of claims</th>
<th>Total claims number</th>
</tr>
</thead>
<tbody>
<tr>
<td>where all or part of the claim has been accepted and a payout has been made of (and claims the that claim have been accepted and a claim has been made of the top 2% of claims)</td>
<td>2% of claims</td>
<td>The amount of claims made as a percentage of the claims made</td>
<td>£000</td>
<td>£</td>
<td>Number</td>
</tr>
<tr>
<td>Add-on distortion of product or arrangement</td>
<td>Number</td>
<td>Name</td>
<td>Number</td>
<td>Name</td>
<td>Number</td>
</tr>
<tr>
<td>GAP Stand-Names insurance alone</td>
<td>of five largest distribution arrangements</td>
<td>Names of five largest distribution arrangements</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Healthcare cash plan**

<table>
<thead>
<tr>
<th>Number of claims</th>
<th>Total claims number</th>
<th>Number of claims</th>
<th>Total claims number</th>
<th>Number of claims</th>
<th>Total claims number</th>
</tr>
</thead>
<tbody>
<tr>
<td>where all or part of the claim has been accepted and a payout has been made of (and claims the that claim have been accepted and a claim has been made of the top 2% of claims)</td>
<td>2% of claims</td>
<td>The amount of claims made as a percentage of the claims made</td>
<td>£000</td>
<td>£</td>
<td>Number</td>
</tr>
<tr>
<td>Add-on distortion of product or arrangement</td>
<td>Number</td>
<td>Name</td>
<td>Number</td>
<td>Name</td>
<td>Number</td>
</tr>
<tr>
<td>GAP Stand-Names insurance alone</td>
<td>of five largest distribution arrangements</td>
<td>Names of five largest distribution arrangements</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Additional information**

- Claims made to the top 2% of claims in the year.
- Claims made as a percentage of the claims made.
- Names of the five largest distribution arrangements.
- Names of the five largest distribution arrangements.
<table>
<thead>
<tr>
<th>Product or arrangement</th>
<th>Number of claims</th>
<th>Average number of claims made</th>
<th>Number of claims rejected</th>
<th>Average number of claims rejected</th>
<th>Claims closed at the end of the year</th>
<th>Claims closed at the end of the year as a percentage of claims received</th>
<th>Average number of claims closed at the end of the year</th>
<th>Number of claims closed at the end of the year as a percentage of claims received</th>
<th>Number of claims % above £2,000</th>
<th>Number of claims £2,000</th>
<th>Number of claims £2,000</th>
<th>Number of claims above £2,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>HomeAll - buildings only</td>
<td>5000</td>
<td>1000</td>
<td>5000</td>
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<td>HomeAll - contents only</td>
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</tbody>
</table>
### Total claims payout number cost (for claims where all or part of the claim has been accepted and a payout has been made of the claim)

<table>
<thead>
<tr>
<th>Number of claims</th>
<th>Average claim amount</th>
<th>Total claims payout number cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

#### Add-on or stand-alone

<table>
<thead>
<tr>
<th>Product or category</th>
<th>Add-on Distribution</th>
<th>Total Number of claims</th>
<th>Number of claims where all or part of the claim has been accepted and a payout has been made of the claim</th>
<th>Average claim amount</th>
<th>Total claims payout number cost</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

#### Home All

<table>
<thead>
<tr>
<th>Building and contents combined</th>
<th>Add-on Distribution</th>
<th>Total Number of claims</th>
<th>Number of claims where all or part of the claim has been accepted and a payout has been made of the claim</th>
<th>Average claim amount</th>
<th>Total claims payout number cost</th>
</tr>
</thead>
<tbody>
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#### Home Add-emergencyn

<table>
<thead>
<tr>
<th>Building and contents combined</th>
<th>Add-on Distribution</th>
<th>Total Number of claims</th>
<th>Number of claims where all or part of the claim has been accepted and a payout has been made of the claim</th>
<th>Average claim amount</th>
<th>Total claims payout number cost</th>
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</tbody>
</table>
### SUP 16 : Reporting requirements

#### Annex 48AR

**Number** of **claims** where **all** or **part** of **the** **claim** **has** **been** **accepted** **and** **a** **pay-out** **has** **been** **made** **(and** **the** **claim** **is** **rejected** **at** **the** **year-end)*** **The** **amount** **that** **the** **top** **2%** **of** **claims** **closed** **as** **a** **result** **of** **the** **yearly** **claims** **frequency** **rate**

<table>
<thead>
<tr>
<th>Number £'000</th>
<th>Number</th>
<th>%</th>
<th>Number</th>
<th>%</th>
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</thead>
</table>

#### Home Stand Names

**emergencies** of **five** **largest** **distribution** **arrangements**

#### Identity Theft

**Names** of **five** **largest** **distribution** **arrangements**

---

**Number** of **claims** **where** **all** **or** **part** of **the** **claim** **has** **been** **accepted** **and** **a** **pay-out** **has** **been** **made** **(and** **the** **claim** **is** **rejected** **at** **the** **year-end)*** **The** **amount** **that** **the** **top** **2%** **of** **claims** **closed** **as** **a** **result** **of** **the** **yearly** **claims** **frequency** **rate**

<table>
<thead>
<tr>
<th>Product or category all</th>
<th>Number £'000</th>
<th>Number</th>
<th>%</th>
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</table>
### SUP 16 : Reporting requirements

#### Annex 48AR requirements

<table>
<thead>
<tr>
<th>Number</th>
<th>Total claims</th>
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<td>has</td>
</tr>
<tr>
<td>Number</td>
<td>Number</td>
<td>Number</td>
<td>Number</td>
<td>£'000</td>
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<td>£'000</td>
</tr>
<tr>
<td>£'000</td>
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<td>£'000</td>
<td>£'000</td>
<td>£'000</td>
<td>£'000</td>
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<td>£'000</td>
</tr>
</tbody>
</table>

#### Key Add-Names of five largest distribution arrangements

<table>
<thead>
<tr>
<th>Number</th>
<th>Number</th>
<th>%</th>
<th>Number</th>
<th>Number</th>
<th>%</th>
<th>£'000</th>
<th>£'000</th>
<th>£'000</th>
<th>Number</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Key Stand-Names of five largest distribution arrangements

<table>
<thead>
<tr>
<th>Number</th>
<th>Number</th>
<th>%</th>
<th>Number</th>
<th>Number</th>
<th>%</th>
<th>£'000</th>
<th>£'000</th>
<th>£'000</th>
<th>Number</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

#### Mis-All Names of

<table>
<thead>
<tr>
<th>Number</th>
<th>Number</th>
<th>%</th>
<th>Number</th>
<th>Number</th>
<th>%</th>
<th>£'000</th>
<th>£'000</th>
<th>£'000</th>
<th>Number</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**Add-on Distribution**

- UK premiums re-inforce frequency (written) gistered force
- Claims closed: at the incept- the an- pay- out above wake up complaints
- Claims closed: at the incept- the an- pay- out above wake up complaints
- Claims closed: at the incept- the an- pay- out above wake up complaints
- Claims closed: at the incept- the an- pay- out above wake up complaints
- Claims closed: at the incept- the an- pay- out above wake up complaints

**Product or category all**

- Add-on Distribution
- Stand-alone cover
- New names and arrangements

---

**Key Add-Names of five largest distribution arrangements**

- Add-on Distribution
- Stand-alone cover
- New names and arrangements

---

**Key Stand-Names of five largest distribution arrangements**

- Add-on Distribution
- Stand-alone cover
- New names and arrangements

---

**Mis-All Names of**

- Add-on Distribution
- Stand-alone cover
- New names and arrangements
### Total claims paid out

<table>
<thead>
<tr>
<th>Number of claims where all or part of the claim has been accepted and a payment has been made</th>
<th>£'000</th>
<th>Number of claims made</th>
<th>£'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add value of claims settled</td>
<td>2%</td>
<td>All claims</td>
<td>2%</td>
</tr>
<tr>
<td>proportion of claims settled</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Further details

- **Motor category statistics**
  - All names for the five largest distribution ranges
  - All names for the five largest distribution ranges
- **Motor cycle claims**
  - Add value of claims settled
  - Proportion of claims settled

---

**Table:**

<table>
<thead>
<tr>
<th>Event/Ticket</th>
<th>Large Dis-tribu-tion</th>
<th>Ticket</th>
<th>Large Dis-tribu-tion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motor</td>
<td>All names</td>
<td>All names</td>
<td></td>
</tr>
<tr>
<td>Cycle</td>
<td>All names</td>
<td>All names</td>
<td></td>
</tr>
</tbody>
</table>
### Table: Claims and Claims Out

<table>
<thead>
<tr>
<th>Number of claims where all or part of the claim has been accepted and a payout has been made</th>
<th>Number of claims where all or part of the claim has been accepted and a payout has been made</th>
<th>The amount that has been paid</th>
<th>Claims of the top 2% of claim numbers as a percentage of all claims</th>
<th>Claims of the top 2% of claim numbers as a percentage of all claims</th>
<th>Claims of the top 2% of claim numbers as a percentage of all claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>£'000</td>
<td>Number</td>
<td>Number</td>
<td>£'000</td>
<td>£</td>
<td>Number</td>
</tr>
</tbody>
</table>

#### Add-On or Stand-Alone Product or Category

| Number of policy sales to pre-claims 
|---|---|

#### Dis-Tribution Arrangements

<table>
<thead>
<tr>
<th>Parts and garage cover</th>
<th>Names of five largest distributors</th>
</tr>
</thead>
</table>

#### Payment Protection and Credit Card, Store

| Names of five largest distributors |---|---|---|

---

**Note:** The table above provides information on claims and claim payouts, including the number of claims, the amount paid, and the percentage of claims that fall within the top 2%. This data is organized by type of claim and includes details on payments and payouts for add-on or stand-alone products or categories.
<table>
<thead>
<tr>
<th>Category</th>
<th>Number of Cards</th>
<th>£'000</th>
<th>Number of Personal Loans</th>
<th>£'000</th>
<th>Number of Personal Trained Plan</th>
<th>£'000</th>
<th>Number of Personal Accident Insurance</th>
<th>£'000</th>
<th>Number of Personal Mortgages</th>
<th>£'000</th>
<th>Number of Personal Client</th>
<th>£'000</th>
<th>Number of Personal Endowment</th>
<th>£'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Claims</td>
<td>2%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### SUP 16 : Reporting

#### Annex 48AR

**Requirements**

<table>
<thead>
<tr>
<th>Number</th>
<th>Total claims pay-out number cost (for claims where all or part of the claim has been accepted and a pay-out has been made)</th>
<th>Number</th>
<th>The amount made that top 2% Claims closed as a percentage of claims closed at the incept in the year rate claimsouts of £'000 £ £ Number Number %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add-on Distribution of policy sales to pre-claims inc</td>
<td>Number</td>
<td>Average</td>
<td>Number</td>
</tr>
<tr>
<td>Product or category all arrangements</td>
<td>Number</td>
<td>Number</td>
<td>%</td>
</tr>
<tr>
<td>Per-Names of accident</td>
<td>Personal alone five largest distribution arrangements</td>
<td>All Names of accident five largest distribution arrangements</td>
<td></td>
</tr>
</tbody>
</table>
### SUP 16: Reporting requirements

#### Annex 48AR

<table>
<thead>
<tr>
<th>Number of claims rejected</th>
<th>Average number of claims</th>
<th>Claims closed at the year-end</th>
<th>Claims closed at the year-end acceptance rate</th>
<th>Average number of claim payouts</th>
<th>Number of claim claims</th>
<th>Number of claim claims</th>
<th>£’000</th>
<th>£’000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pet All Names</td>
<td>Names</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- of five largest</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- of maximum benefit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Notes

- Claims are claims where all or part of the claim has been accepted and a payout has been made.
- The amount made that is not refundable is 2% of the top claims.
- Claims are reported in the year in which they are closed.
- The table includes only those claims that have been accepted and paid out.
## SUP 16: Reporting

### Annex 48AR

#### Requirements

<table>
<thead>
<tr>
<th>Total claims number cost</th>
<th>For claims where all or part of the claim has been accepted and a pay-out has been</th>
<th>Number</th>
<th>Percentage</th>
<th>£'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Add-on Product</strong></td>
<td><strong>Pet Names of time limited</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>100,000</td>
<td>2%</td>
<td>500</td>
<td>£0</td>
</tr>
<tr>
<td>5</td>
<td>1,000,000</td>
<td>2%</td>
<td>500</td>
<td>£0</td>
</tr>
<tr>
<td><strong>Ticket Names of cancelation insurance</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>100,000</td>
<td>2%</td>
<td>500</td>
<td>£0</td>
</tr>
<tr>
<td>5</td>
<td>1,000,000</td>
<td>2%</td>
<td>500</td>
<td>£0</td>
</tr>
</tbody>
</table>
### SUP 16 : Reporting

#### Annex 48AR requirements

<table>
<thead>
<tr>
<th>Add-on or stand-alone</th>
<th>Number of sales</th>
<th>Total number of policies to pre-agreed standards</th>
<th>Number of claims</th>
<th>Number of claims where all or part of the claim has been accepted and a payout has been made (and the claim is closed at the end of the year)</th>
<th>Number of claims where all or part of the claim has been accepted and a payout has been made (and the top 2% of claims closed at the end of the year)</th>
<th>Claims rejected at the end of the year</th>
<th>Claims rejected at the end of the year as a percentage of claims closed at the end of the year</th>
<th>Number of claims made in the year</th>
<th>Number of claims made in the year as a percentage of claims made in the previous year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel All Annual European</td>
<td>Names of the five largest distribution arrangements</td>
<td>Number £000</td>
<td>Number</td>
<td>Number</td>
<td>Number</td>
<td>£’000</td>
<td>£’000</td>
<td>Number</td>
<td>Number</td>
</tr>
<tr>
<td>Travel All Annual Worldwide</td>
<td>Names of the five largest distribution arrangements</td>
<td>Number £000</td>
<td>Number</td>
<td>Number</td>
<td>Number</td>
<td>£’000</td>
<td>£’000</td>
<td>Number</td>
<td>Number</td>
</tr>
</tbody>
</table>
### SUP 16: Reporting Annex 48AR

#### Requirements

<table>
<thead>
<tr>
<th>Number of claims where all or part of the claim has been accepted and a payout has been made</th>
<th>Number</th>
<th>%</th>
<th>Number</th>
<th>%</th>
<th>£'000</th>
<th>£</th>
<th>£</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Add-on single trip Names of five largest distribution arrangements</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel Stand-alone single trip Names of five largest distribution arrangements</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

### Add-on Distribution

**Table 16.1:**

<table>
<thead>
<tr>
<th>Number of policy sales to pre-claims icies</th>
<th>Number of policy sales to pre-claims icies</th>
<th>Number of policy sales to pre-claims icies</th>
<th>Number of policy sales to pre-claims icies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add-on Distribution</td>
<td>Add-on Distribution</td>
<td>Add-on Distribution</td>
<td>Add-on Distribution</td>
</tr>
<tr>
<td>Travel Add-on single trip Names of five largest distribution arrangements</td>
<td>Travel Add-on single trip Names of five largest distribution arrangements</td>
<td>Travel Add-on single trip Names of five largest distribution arrangements</td>
<td>Travel Add-on single trip Names of five largest distribution arrangements</td>
</tr>
<tr>
<td>Travel Stand-alone single trip Names of five largest distribution arrangements</td>
<td>Travel Stand-alone single trip Names of five largest distribution arrangements</td>
<td>Travel Stand-alone single trip Names of five largest distribution arrangements</td>
<td>Travel Stand-alone single trip Names of five largest distribution arrangements</td>
</tr>
</tbody>
</table>
### Total claims payout number cost

<table>
<thead>
<tr>
<th>Number of claims where all or part of the claim has been accepted and a payout has been made (and the claim is being made at the top claim 2% of claim amounts)</th>
<th>Total claims payout number of claims where all or part of the claim has been accepted and a payout has been made (and the claim is being made at the top claim 2% of claim amounts)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>£'000</td>
</tr>
<tr>
<td>Number</td>
<td>£'000</td>
</tr>
<tr>
<td>Number</td>
<td>£'000</td>
</tr>
<tr>
<td>Number</td>
<td>£'000</td>
</tr>
<tr>
<td>Number</td>
<td>£'000</td>
</tr>
</tbody>
</table>

### Tyre Add-Cover on Names of five largest distribution arrangements

<table>
<thead>
<tr>
<th>Tyre Stand-Names Cover alone of five largest distribution arrangements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tyre Stand-Names Cover alone of five largest distribution arrangements</td>
</tr>
</tbody>
</table>

### Product or arrangement all

<table>
<thead>
<tr>
<th>Product or arrangement all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product or arrangement all</td>
</tr>
</tbody>
</table>

### Annex 48AR requirements

- ** SUP 16 : Reporting **
- ** Release 24 • Dec 2022 **
- www.handbook.fca.org.uk
### Number, Claim Type, and Claims Out

<table>
<thead>
<tr>
<th>Claim Type</th>
<th>Number of Claims</th>
<th>Claim Type</th>
<th>Number of Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>All claims</td>
<td>123456</td>
<td>All claims</td>
<td>123456</td>
</tr>
<tr>
<td>Part claims</td>
<td>65432</td>
<td>Part claims</td>
<td>65432</td>
</tr>
<tr>
<td>Total claims</td>
<td>1898210</td>
<td>Total claims</td>
<td>1898210</td>
</tr>
</tbody>
</table>

### Cost of Claims

<table>
<thead>
<tr>
<th>Claim Type</th>
<th>Cost of Claims</th>
<th>Claim Type</th>
<th>Cost of Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>All claims</td>
<td>123456</td>
<td>All claims</td>
<td>123456</td>
</tr>
<tr>
<td>Part claims</td>
<td>65432</td>
<td>Part claims</td>
<td>65432</td>
</tr>
<tr>
<td>Total claims</td>
<td>1898210</td>
<td>Total claims</td>
<td>1898210</td>
</tr>
</tbody>
</table>

### Number and Cost of Claims

<table>
<thead>
<tr>
<th>Claim Type</th>
<th>Number of Claims</th>
<th>Cost of Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>All claims</td>
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<td>123456</td>
</tr>
<tr>
<td>Part claims</td>
<td>65432</td>
<td>65432</td>
</tr>
<tr>
<td>Total claims</td>
<td>1898210</td>
<td>1898210</td>
</tr>
</tbody>
</table>

### Add-on or Stand-alone Product or Arrangement

<table>
<thead>
<tr>
<th>Claim Type</th>
<th>Number of Claims</th>
<th>Cost of Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add-on</td>
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<td>123456</td>
</tr>
<tr>
<td>Stand-alone</td>
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<td>65432</td>
</tr>
<tr>
<td>Product or arrangement</td>
<td>1898210</td>
<td>1898210</td>
</tr>
</tbody>
</table>

### Top Five Categories

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of Claims</th>
<th>Cost of Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category A</td>
<td>123456</td>
<td>123456</td>
</tr>
<tr>
<td>Category B</td>
<td>65432</td>
<td>65432</td>
</tr>
<tr>
<td>Total category</td>
<td>1898210</td>
<td>1898210</td>
</tr>
</tbody>
</table>

### Vehicle Breakdown

<table>
<thead>
<tr>
<th>Vehicle</th>
<th>Number of Claims</th>
<th>Cost of Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle A</td>
<td>123456</td>
<td>123456</td>
</tr>
<tr>
<td>Vehicle B</td>
<td>65432</td>
<td>65432</td>
</tr>
<tr>
<td>Total vehicle</td>
<td>1898210</td>
<td>1898210</td>
</tr>
</tbody>
</table>
### Reporting Requirements

**SUP 16**

**Annex 48AR**

**Table:**

| Vehicl**Add**- | Name(s) of five largest distribution arrangements |
| Vehicl**stand**- | Number of claims paid out for causes of claims in the year, by type of cause |
| Vehicl**dis**- | Number of claims paid out for causes of claims in the year, by type of cause |
| Vehicl**fuel**- | Number of claims paid out for causes of claims in the year, by type of cause |

<table>
<thead>
<tr>
<th>Add-on</th>
<th>Number of policy sales to pre-registered UK consumers in the year</th>
<th>Number of claims closed in the year</th>
<th>Number of claims closed at the end of the year</th>
<th>Average claims closed at the end of the year</th>
<th>Average claims closed at the end of the year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dis-tri-bu-tion</td>
<td>Number of claims closed in the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Average claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
</tr>
<tr>
<td>Produc-t or ar-</td>
<td>Number of claims closed in the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Average claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
</tr>
<tr>
<td>Stand-alone</td>
<td>Number of claims closed in the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Average claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
</tr>
</tbody>
</table>

**Table Notes:**

- The table includes data on claims paid out, claims closed, and average claims closed at the end of the year, for various categories of claims.
- The data is organized by type of claim and includes numbers of claims, amounts paid out, and percentages for comparison.

**Table Example:**

<table>
<thead>
<tr>
<th>Add-on</th>
<th>Number of policy sales to pre-registered UK consumers in the year</th>
<th>Number of claims closed in the year</th>
<th>Number of claims closed at the end of the year</th>
<th>Average claims closed at the end of the year</th>
<th>Average claims closed at the end of the year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dis-tri-bu-tion</td>
<td>Number of claims closed in the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Average claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
</tr>
<tr>
<td>Produc-t or ar-</td>
<td>Number of claims closed in the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Average claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
</tr>
<tr>
<td>Stand-alone</td>
<td>Number of claims closed in the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Average claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
</tr>
</tbody>
</table>

**Table Notes:**

- The table includes data on claims paid out, claims closed, and average claims closed at the end of the year, for various categories of claims.
- The data is organized by type of claim and includes numbers of claims, amounts paid out, and percentages for comparison.

**Table Example:**

<table>
<thead>
<tr>
<th>Add-on</th>
<th>Number of policy sales to pre-registered UK consumers in the year</th>
<th>Number of claims closed in the year</th>
<th>Number of claims closed at the end of the year</th>
<th>Average claims closed at the end of the year</th>
<th>Average claims closed at the end of the year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dis-tri-bu-tion</td>
<td>Number of claims closed in the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Average claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
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</tr>
<tr>
<td>Produc-t or ar-</td>
<td>Number of claims closed in the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Average claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
</tr>
<tr>
<td>Stand-alone</td>
<td>Number of claims closed in the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Average claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
<td>Number of claims closed at the end of the year</td>
</tr>
</tbody>
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**Table Notes:**

- The table includes data on claims paid out, claims closed, and average claims closed at the end of the year, for various categories of claims.
- The data is organized by type of claim and includes numbers of claims, amounts paid out, and percentages for comparison.

**Table Example:**

<table>
<thead>
<tr>
<th>Add-on</th>
<th>Number of policy sales to pre-registered UK consumers in the year</th>
<th>Number of claims closed in the year</th>
<th>Number of claims closed at the end of the year</th>
<th>Average claims closed at the end of the year</th>
<th>Average claims closed at the end of the year</th>
</tr>
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<tr>
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<td>Number of claims closed at the end of the year</td>
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</tr>
<tr>
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<td>Number of claims closed in the year</td>
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### SUP 16: Reporting requirements

#### Annex 48AR

<table>
<thead>
<tr>
<th>Number of claims where all or part of the claim has been accepted and a payout has been made</th>
<th>Number of claims</th>
<th>Av-er-age claim</th>
<th>Number of claims made of (and claims that claim have been accepted and a payout has been made)</th>
<th>Number of claims closed as a percentage of claims closed</th>
<th>Number of complaints written</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total claims</td>
<td>Number</td>
<td>Average</td>
<td>Number</td>
<td>Percentage</td>
<td>Number</td>
</tr>
<tr>
<td>£'000</td>
<td>£'000</td>
<td>£</td>
<td>£'000</td>
<td>£'000</td>
<td>£'000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Add-on Distribution Product or category</th>
<th>Number of policy sales to pre-claimsici</th>
<th>Number of claims</th>
<th>Av-er-age claim</th>
<th>Number of claims made of (and claims that claim have been accepted and a payout has been made)</th>
<th>Number of claims closed as a percentage of claims closed</th>
<th>Number of complaints written</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Stand-Names</td>
<td>Number</td>
<td>Average</td>
<td>Number</td>
<td>Percentage</td>
<td>Number</td>
<td>Number</td>
</tr>
<tr>
<td>Customer arrival</td>
<td>Number</td>
<td>Average</td>
<td>Number</td>
<td>Percentage</td>
<td>Number</td>
<td>Number</td>
</tr>
</tbody>
</table>

#### Vehicle Stand-Names

- Large distribution arrangements
- Mis-alignment
- Fueling
- Insurance

#### Vehicle Add-Name

- Large distribution arrangements
- Names of five large distribution arrangements
- Mis-alignment
- Fueling
- Insurance
<table>
<thead>
<tr>
<th>Product or arrangement</th>
<th>Number of policy sales to pre-consumer category</th>
<th>Number of pol claims</th>
<th>Average number of claims per policy</th>
<th>Total claims paid out</th>
<th>Number of claims where all or part of the claim has been accepted and a payout has been made</th>
<th>Number of claims where all or part of the claim has been accepted</th>
<th>The amount made</th>
<th>Claim frequency</th>
<th>Name of the top five largest claims</th>
<th>Name of the top five largest claims</th>
<th>Name of the top five largest claims</th>
<th>Name of the top five largest claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle stand-alone</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>All names</td>
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<td>Ding party</td>
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<td>All names</td>
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</tr>
</tbody>
</table>

**Note:** This table is a simplified representation of the data. For a complete version, refer to the original document.
<table>
<thead>
<tr>
<th>Category</th>
<th>Number of Claims</th>
<th>Claim Number</th>
<th>£'000</th>
<th>£'000</th>
<th>%</th>
<th>£'000</th>
<th>£'000</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category 2</td>
<td>100</td>
<td>10</td>
<td>123</td>
<td>456</td>
<td>78</td>
<td>90</td>
<td>12</td>
<td>23</td>
</tr>
</tbody>
</table>

**Note:**
- Claims are categorized based on the nature of the product or service.
- The total claims number includes all claims, whether accepted or rejected.
- The amount out of claims is calculated as a percentage of the total claims cost.
Notes on completing the value measures report form (REP019)

<table>
<thead>
<tr>
<th>Proforma column</th>
<th>Proforma</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Add-on policies and stand-alone policies sales</td>
<td>Where cover is included within the main policy or sold as an optional extra or a cover extension of the policy (A) and not a separate policy then that cover should be reported as part of the reporting for policy (A). The only exception to this approach is the reporting of legal expenses cover which should be reported separately in any event.</td>
</tr>
</tbody>
</table>
| F               | Number of claims registered | Examples of how the number of claims registered should be reported are set out below:  
Scenarios  
Where an event covers multiple claim components this should be reported as a single claim. This could include multiple treatments for a single condition for pet insurance, which would be treated as a single claim.  
Where a person contacts the firm to report an event as required under their insurance policy but does not wish to make a claim, this should not be reported as a claim registered.  
Where a customer initially calls, or contacts the firm, to make a claim and is advised at that time that the loss is not covered or the claim is below the policy excess and decides not to pursue a potential claim further then this should be reported as a claim registered and a rejected claim.  
Where a person rings the firm to ask a general or hypothetical question about their policy or the cover, or checks their policy coverage online then this should not be reported as a claim registered. |
### Proforma column | Proforma | Guidance
---|---|---
I | Number of claims accepted | Where a claim is registered but not subsequently pursued (including where the customer does not contact the firm again) and the firm closes the claim within a reasonable period then the claim should be removed from claims registered (in the period that the claim is closed) and treated as a claims walkaway in that period.

Examples of how the number of claims accepted should be reported are set out below:

**Scenarios**

If a firm pays out on one element of a claim, but is still investigating another element of the claim at the end of the relevant reporting period (i.e. the claim is still open) then this claim should only be reported as a claim accepted in the reporting period in which:

(a) the final pay-out has been made; or

(b) the claim is otherwise closed.

If a firm pays out on one or more elements of a claim, but rejects other elements of the claim (and the claim is now closed by the end of the reporting period) then this claim acceptance should be reported in this data field.

If a firm pays out on one or more elements of a claim and there are no outstanding elements of the claim at the year end and it is closed, these claims should be included. If in the subsequent period, the claim is reopened then this subsequent element of the claim should not be included in this data field.

J | Claims rejected | For the purposes of the report firms may use the description of insurance fraud in the Insurance Fraud Register (see [http://www.theifr.org.uk/en/faqs/#1175](http://www.theifr.org.uk/en/faqs/#1175)).

An example of a claim rejected because of breach of condition of the policy is where a claimant failed to notify the provider...
within an appropriate time period after an event that was likely to result in a claim.

An example of a claim rejected because there is no cover is where the claim falls within an exclusion under the terms and conditions.

**Firms** should include claims rejected at the first notification of loss.

**Firms** should include claims whether or not they were registered in the same reporting period as they were rejected.

Examples of how **firms** should report rejected claims are set out below:

**Scenarios**

Where a **firm** rejects one element of the claim but other element(s) of the claim are still being investigated and are outstanding then this partial rejection should not be included in this data field for this reporting period. However, if in the following period the remaining elements of the claim are rejected then the claim rejection should then be included in this data field for that later reporting period.

Where a **firm** accepts one element of the claim but rejects another element of the claim, this should not be treated as a rejected claim.

Where a claim has been rejected because the **policy** has been voided, this should not be treated as a rejected claim.

Where a customer has contacted the wrong **insurer** or provider to make a claim – this should not be included in the registered and rejected claims data.

Where a person contacts the **firm** to enquire whether they are covered for a claim (relating to an event that has taken place or loss that has occurred) and are informed that they are not covered, then this should
<table>
<thead>
<tr>
<th>Proforma column</th>
<th>Proforma</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>be included in both claims rejected and claims registered.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Where an insurer or provider is part of a panel and the panel provider may not record which insurer/providers on the panel rejected the claim – firms may estimate their number of rejected claims by calculating a proportion of rejected claims in line with the insurer/provider’s share of the business.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Where a claim is closed and the only cost incurred is an investigation fee or cost (e.g. a call-out charge) and the claim is rejected then this should be treated as a rejected claim. However, if following the investigation the customer walks away from the claim then the claim should not be treated as a rejected claim.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Where a claim is registered and some elements of the claim have been rejected, but the customer has walked away from the remaining elements of the claim then this should be treated as a rejected claim.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>These costs could include both internal and external outsourced costs, where relevant. For example, loss assessment activities performed in-house could be included, including both the direct cost and an appropriate apportionment of overheads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excluded costs are:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• expenses including costs associated with the general handling of claims;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• other non-claims costs; and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• costs of providing a regular service element such as a helpline or a boiler service for home emergency.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scenarios</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Where part of the claim was paid-out in the previous reporting period and part in the current reporting period, then the claim pay-out that took place in the previous period should be included in the calcu</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proforma column</td>
<td>Proforma</td>
<td>Guidance</td>
</tr>
<tr>
<td>-----------------</td>
<td>----------</td>
<td>----------</td>
</tr>
<tr>
<td>N</td>
<td>Top 2% of claims</td>
<td>Firms should report the amount that the top 2% of claim pay-outs are above in the reporting period. For example, if you have 100 claims then the 2% column would be the total claim pay-out cost for the claim accepted with the 2nd highest claim.</td>
</tr>
<tr>
<td>Q</td>
<td>Claims complaints as a % of claims</td>
<td>This may be calculated as the number of claims complaints divided by the number claims registered.</td>
</tr>
</tbody>
</table>
General insurance pricing information report forms (REP 021, REP021a, REP021b, REP021c, REP021d and REP021e)
Notes on completing the general insurance pricing information report forms (REP 021, REP021a, REP021b, REP021c, REP021d and REP021e)

This annex contains guidance on completing the pricing information report form (REP 021)

**General notes**

(1) All firms should complete REP021e. In addition, insurers and managing agents should complete REP021, REP021a and REP021b, and price setting intermediaries should complete REP021c and REP021d.

(2) All monetary figures should be rounded to the nearest pound.

(3) Unless otherwise stated, monetary figures should be calculated and reported excluding insurance premium tax.

(4) Multi-product policies which include both home insurance and motor insurance in a single policy should be split between home insurance and motor insurance and reported as two separate policies.

(5) Firms should provide their core pricing information on the core product on an aggregated basis for each of home insurance and motor insurance products, including closed books, and then split by:

(a) product type e.g. motor insurance: car, motorcycles, including tricycles, other, home insurance: buildings only, contents only, buildings and contents;

(b) type of channel e.g. all products sold direct, via price comparison websites, via intermediaries or via affinity/partnership schemes; and

(c) tenure. For example, for each of customers with less than 1-year relationship with the firm, customers with a 1-year relationship with the firm, customers with a 2-year relationship etc.

(6) Firms should provide their additional claims-related information on the core product on an aggregated basis for each of home insurance and motor insurance products, including closed books, split by product type only.

(7) Firms should also report core pricing information separately for closed books. Firms should name each closed book with 10,000 policies or more. Firms should provide information separately for each closed book with 10,000 policies or more and other closed books on an aggregated basis, split by:

(a) product type; and

(b) tenure.

(8) Firms should provide their information on related additional products and fees on an aggregated basis for each of their home insurance and motor insurance business, including closed books, split by tenure. This information does not need to be categorised by product type.

<table>
<thead>
<tr>
<th>Data</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tenure</td>
<td>The number of years a customer has held the policy, including any renewal. For example: T0 = customer who has held their policy for less than 1 year; T1 = customers who held their policy for 1 year; T10+ = customers who have held their policy for 10 years or more.</td>
</tr>
</tbody>
</table>
**SUP 16 : Reporting requirements**

<table>
<thead>
<tr>
<th>Data</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Firms</strong> should round down to the last full year the <strong>customer</strong> has held a policy with them in cases where customers have contracts that renew on shorter than annual basis. For example, a <strong>firm</strong> should classify a customer on a six-monthly contract who has renewed the policy once as T0 (customer who has held their policy for less than 1 year) and a customer who has renewed this policy three times as T1 (customers who have held their policy for 1 year). <strong>Firms</strong> should report data for each tenure individually from T0 to T9 inclusive. Data for any tenure that is T10 or greater should be aggregated and reported as T10+. For retail premium finance, the tenure of the core product should first be considered and then the tenure of the retail premium finance. For example, if a customer cancels an existing policy with retail premium finance and takes out a new policy with retail premium finance, then the tenure for both the new policy and the retail premium finance would be T0. If a customer has the same policy for four years and pays by retail premium finance for the first two years, and for the third year does not use retail premium finance but for the fourth year uses retail premium finance again, the tenure in the fourth year would be T4 for the core product and T0 for the retail premium finance. <strong>Firms</strong> should name each closed book containing 10,000 or more policies. <strong>Firms</strong> should report information separately for each closed book containing 10,000 or more policies and for all other closed books on an aggregated basis. Separate reporting for closed books should cover the period from the date on which the firm categorised the relevant books as being closed books until the end of the reporting period. <strong>Firms</strong> should report the total number of policies incepted or renewed during the reporting period divided by the number of policies incepted or renewed in that reporting period. <strong>Closed books</strong> should report the total net-rated premium set by the insurer or managing agent in relation to policies incepted or renewed during the reporting period divided by the number of policies incepted or renewed on a net-rated business basis in the reporting period. <strong>Firms</strong> should report the average gross premium for customers in the preceding year for the core product by product type, type of channel and by tenure. For example, if a firm is reporting data for motor insurance: car, for direct sales to customers with tenure T4, then the firm should report the average gross premium for these customers at tenure T3. <strong>Firms</strong> do not need to report average prior year gross premium in respect of customers of tenure T0. Expressed as a percentage, the proportion of customers where the expected claims ratio is between X% and Y%.</td>
<td></td>
</tr>
<tr>
<td><strong>Closed books</strong></td>
<td><strong>Total gross written premium</strong> The total amount of gross written premium, (excluding insurance premium tax) in relation to policies incepted or renewed during the reporting period. <strong>Average gross premium</strong> The total amount of gross written premium, (excluding insurance premium tax) in relation to policies incepted or renewed during the reporting period divided by the number of policies incepted or renewed in that reporting period. <strong>Total net-rated written premium</strong> For net-rated business, insurers, managing agents and price-setting intermediaries should report the total net-rated premium set by the insurer or managing agent in relation to policies incepted or renewed during the reporting period. <strong>Average net-rated premium</strong> For net-rated business, insurers, managing agents and price-setting intermediaries should report the total net-rated premium set by the insurer or managing agent in relation to policies incepted or renewed during the reporting period divided by the number of policies incepted or renewed on a net-rated business basis in the reporting period. <strong>Total number of policies incepted/renewed</strong> The total number of policies incepted for tenure T0 and the total number of policies renewed (all other tenures). <strong>Total number of policies in force</strong> The total number of policies in force at the end of the reporting period. <strong>Average prior year gross premium</strong> <strong>Proportion of customers where the expected claims ratio is between X% and Y%</strong></td>
</tr>
</tbody>
</table>
### Data Notes

| Expected claims ratio falls within given bandings | For example, for the proportion of customers with expected claims ratio greater than 30% but less than or equal to 40% for the direct sales type of channel, with a tenure of one year (T1), expressed as a percentage: |
| A. calculate the number of policies incepted or renewed with expected claims ratio greater than 30% but less than or equal to 40%; and |
| B. divide (A) by the total number of policies incepted or renewed for the direct sales type of channel and customers of tenure T1. |
| Total earned premium | The total premium earned in the claims-related reporting period. This should be calculated on the same basis as that reported in a firm's financial statements. |
| Average earned premium | The total premium earned in the claims-related reporting period divided by the number of policies from which the total premium was earned. This should be calculated on the same basis as a firm calculates this metric for internal purposes. |
| Gross incurred claims ratio (with IBNR/IBNER) | Expressed as a percentage, actual claims incurred ratio for the claim-related reporting period. This data is only to be reported for total aggregated figures by product type (not by tenure). |
| The gross incurred claims ratio represents the incurred claims cost (gross of reinsurance) as a proportion of earned premium (gross of reinsurance), expressed as a percentage. Incurred claims cost is the cost of all claims reported for the claims-related reporting period, plus any other changes in the claims’ reserves including for IBNR, IBNER and prior years’ reserve adjustments in that period. This should be calculated on the same basis as that reported in a firm’s financial statements. |
| IBNR is claims incurred but not reported. |
| IBNER is claims incurred but not enough reported. |
| This information is only to be reported for total aggregated figures by product type (not by tenure). |
| Developed incurred claims ratio (with IBNR/IBNER) | Expressed as a percentage, actual adjusted (ultimate) claims ratio for:  |
| • the previous claim-related reporting period  |
| • the claim-related reporting period 2 years ago  |
| • the claim-related reporting period 3 years ago  |
| The developed incurred claims ratio is the gross incurred claims ratio for prior years adjusted for claims that were not fully developed. This should be calculated on the same basis as that used by the firm to calculate the developed incurred claims ratio for internal purposes. |
| This information is only to be reported for total aggregated figures by product type (not by tenure). |
| Total prior years’ reserve release | Firms should report any reserve releases in the current claim-related reporting period that relate to surplus reserves for prior years. |
| This information is only to be reported for total aggregated figures by product type (not by tenure). |
### Data Notes

**Total prior years’ reserve strengthening**

*Firms* should report any reserve strengthening in the current claim-related reporting period that relate to shortfalls in reserves for prior years. This information is only to be reported for total aggregated figures by product type (not by *tenure*).

**Total charged (£) for retail premium finance in the reporting period**

Total charged for *retail premium finance* on *policies* incepted or renewed in the reporting period. The total charged (£) should include only the charge for *retail premium finance* (and not the total gross written premium of the related core or add-on *policies*).

**Retail premium finance – number of policies incepted or renewed with retail premium finance**

Total number of *policies* incepted or renewed in the reporting period with *retail premium finance*.

**APR range**

The number of *policies* where the related *retail premium finance* sold falls within each the following specific APR ranges:

- 0%
- 0.1% - 9.9%
- 10% - 19.9%
- 20% - 29.9%
- 30% - 39.9%
- 40% - 49.9%
- 50% or more

Where APR falls within a range boundary, e.g. 9.95%, *firms* should round down. For example, an APR of 9.95% should be reported in the 0.1% - 9.9% APR range. However, an APR of less than 0.1% but greater than 0% should be reported in the 0.1% to 9.9% APR range.

Where a customer’s credit risk rating is used in calculating their insurance risk, any related loading should not be reported under *retail premium finance*.

**Premiums from add-on policies incepted or renewed - gross written premium**

Total gross written *premium* from add-on *policies* incepted or renewed in the reporting period. Cover extensions and optional extras should be reported as part of reporting for the core product and not as an add-on *policy*. Gross written *premium* should include only the gross written *premium* for add-on *policies* (and not that for related core *policies*).

**Number of add-on policies incepted or renewed**

Total number of add-on *policies* incepted or renewed in the reporting period.

**Pre-contractual fees**

Total and average (mean) pre-contractual fees charged on the core product (net of value added tax). The average is the average for each reporting category, based on the number of *customers* who incurred fees.

**Post-contractual fees**

Total and average (mean) of any post-contractual fees on the core product (net of value added tax). The average is the average for each reporting category, based on the number of *customers* who incurred fees.

<table>
<thead>
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Funeral Plan

Funeral Plan Providers - Quarterly Conduct Return (FPR001)
Funeral Plan Providers - Quarterly Conduct Return (FPR003a)
Funeral Plan Providers - Quarterly Conduct Return (FPR003b)
Funeral Plan

Proposed Guidance notes for completion of the quarterly conduct return (FP001) for Funeral Plan Providers

Guidance notes for completion of the half yearly prudential data regulatory return FP003a for Funeral Plan Providers and FP003b Funeral Plan Intermediaries
MIF008 remuneration report

This annex consists of forms which can be found through the following link: data item MIF008
Guidance notes for the MIF008

This annex consists of forms which can be found through the following link: guidance notes to data item MIF008