

Chapter 16

Reporting requirements

Annual Claims Management Report form

CMC001: Key data for Claims Management

Currency: Sterling only

Units: integers

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Group reporting

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

Nil return

- 3 Do you wish to report a nil return?
All *firms* answering 'no' to question 3, must complete the following:
- 4 Over the reporting period, how many *employees* did the *firm* have on average?
- 5 How many *employees* left the *firm* (for any reason) during the reporting period?
- 6 What was the *firm's* annual *employee* turnover rate during the reporting period?
- 7 What was the total remuneration paid to the *firm's* *employees* over the reporting period?
- 8 What was the total amount of variable remuneration paid to the *firm's* *employees* over the reporting period?
- 9 How does the *firm* charge fees to its *customers*?
- 10 What was the total annual income for all *regulated claims management activities*, as defined in FEES 4 Annex 11AR for the purposes of FCA fees reporting (see *guidance* in FEES 4 Annex 13G)?

Profit and loss account (over reporting period)

- 11 What was the *firm's* income from *seeking out, referrals and identification of claims or potential claims*?
- 12 What was the *firm's* income from all *regulated claims management activities*?
- 13 What was the *firm's* income from all *regulated activities*?
- 14 What was the *firm's* income from activities which are not *regulated activities*?
- 15 What was the *firm's* total income, including from activities which are not *regulated activities*?
- 16 What was the *firm's* expenditure in respect of all *regulated claims management activities*?
- 17 What was the *firm's* expenditure in respect of all *regulated claims management activities* (excluding expenditure of the sort listed in CMC0B 7.2.8R(2)(b))?

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18 What was the *firm's* operating profit from *regulated claims management activities*?

Balance sheet (as at end of reporting period)

19 What was the value of the *firm's* total assets (fixed and current)?

20 How much *cash* did the *firm* hold?

21 What was the value of the *firm's* other current assets?

22 How much did the *firm* owe in overdrafts and bank loans due within one year?

23 What was the value of the *firm's* current liabilities (other than overdrafts and bank loans)?

24 What was the value of the *firm's* total (current and non-current) liabilities?

25 What was the value of the *firm's* current assets less the value of its current liabilities?

26 What was the value of the *firm's* total assets less the value of its current liabilities?

Prudential resources

27 What level of prudential resources did the *firm* hold at the end of the reporting period (as calculated in [CMCOB 7.3](#))?

28 Was the *firm* a Class 1 firm or a Class 2 firm (as defined in [CMCOB 7.2.5R](#)) at the end of the reporting period?

29 What was the *firm's* overheads requirement (as calculated in [CMCOB 7.2.8R](#)) as at the end of the reporting period?

30 As at the end of the reporting period, was the *firm's* overheads requirement (as calculated in [CMCOB 7.2.8R](#)) greater than the amount set out in whichever of [CMCOB 7.2.6R\(1\)\(a\)](#) or [7.2.7R\(1\)\(a\)](#) was applicable to the *firm*?

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

32 What was the *firm's* prudential resources requirement (as calculated in [CMCOB 7.2.6R](#) and [7.2.7R](#)) as at the end of the reporting period?

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

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

The rest of the questions are only for *firms* that have permission for one or more of:

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

Professional Indemnity Insurance

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- 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:

	Name	Postal address	Email address	Does supplier use overseas facilities (e.g. a call centre)?	Number of leads purchased from supplier over reporting period	Average cost per lead purchased from supplier over reporting period
1						
2						

	Name	Postal address	Email address	Does supplier use overseas facilities (e.g. a call centre)?	Number of leads purchased from supplier over reporting period	Average cost per lead purchased from supplier over reporting period
3						
45	How many leads did the <i>firm</i> supply to a third party? (include all the occasions on which the <i>firm</i> passed a <i>customer</i> , or details of a <i>customer</i> or <i>claim</i> , to a third party)					
	Product data					
	How was the <i>firm's regulated claims management activity</i> divided among the following areas of work?					
	Revenue		Number of <i>claims</i> where lead obtained from <i>lead generator</i>	Number of <i>claims</i> pursued	Number of successful <i>claims</i>	Number of <i>claims</i> halted or not taken forward because: no good arguable base (left hand column), suspected fraud (middle column), or being frivolous or vexatious (right hand column)
46	financial services or financial product <i>claims</i>					
	(a) Payment protection insurance					
	(b) Packaged bank accounts					
	(c) Investments					
	(d) Payment card or bank charges					
	(e) Mortgages					
	(f) Consumer credit					
	(g) Pensions, including SERPS					
	(h) Interest rate swaps and hedging products					
	(i) Other (please specify)					
47	<i>personal injury claims</i>					
	(a) Holiday sickness					
	(b) Road traffic accidents (excluding whiplash)					
	(c) Slips, trips and falls (excluding accidents at work)					
	(d) Accidents at work					
	(e) Clinical negligence					
	(f) Whiplash					
	(g) Other (please specify)					

	Name	Postal address	Email address	Does supplier use overseas facilities (e.g. a call centre)?	Number of leads purchased from supplier over reporting period	Average cost per lead purchased from supplier over reporting period
48	<i>housing disrepair claims</i>					
49	<i>claims for a specified benefit</i>					
50	<i>criminal injury claims</i>					
51	<i>employment-related claims</i>					
52	Of the above types of <i>claim</i> , which three saw the largest percentage change in number of successful <i>claims</i> ?					
	Type of <i>claim</i>		Percentage change			
	(a)					
	(b)					
	(c)					