

Complaints Sourcebook (Financial Ombudsman Service Case Fees 2003/2004)
Instrument 2003

Powers exercised

A The Financial Ombudsman Service Limited amends the Financial Services Authority's Complaints sourcebook (DISP), in the exercise of the following powers in the Financial Services and Markets Act 2000:

- (1) Schedule 17 paragraph 15 (Fees);
- (2) Schedule 17 paragraph 18 (Terms of reference to the scheme).

Approval

B The amendments have not yet been approved by the Financial Services Authority. They are therefore made subject to the approval of the Financial Services Authority.

Commencement

C This instrument comes into force on 1 April 2003 subject to the approval of the Financial Services Authority having been received before that time.

Amendment of the Complaints sourcebook

D The funding rules are amended in accordance with the Annex to this instrument.

By order of the Board of the Financial Ombudsman Service Limited:

7th March 2003

Annex

After part 2 of DISP 5 Annex 1R insert the following text:

Part 3: Case fees

Table: Standard case fees and special case fees

Governing Provisions	Case Fee	Amount
DISP 5.6.1R	Standard	£360
DISP 5.6.6R	Special case fee: complaints from small businesses	£600
DISP 5.6.7R	Special case fee: firms which cease to be authorised	£600
DISP 5.6.8R	Special case fee: unauthorised persons who were subject to a former scheme	£600

Part 4: VJ participants

Table: Fee tariffs and case fees for VJ participants

Voluntary jurisdiction industry block		Tariff base	General levy payable by firm	Minimum general levy per firm	Case fee
1V	Mortgage lenders and administrators	Number of relevant accounts	£0.0125 per relevant account	£200	£360

2V	<i>VJ participants</i> undertaking insurance activities subject only to prudential regulation only	Relevant annual gross premium income	£0.116 per £1000 of relevant annual gross premium income	£200	£360
3V	<i>VJ participants</i> undertaking insurance activities subject to prudential and conduct of business regulation	Relevant adjusted annual gross premium income	£0.092 per £1000 of relevant annual gross premium income	£100	£360
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6V	Other intermediaries	Flat fee	£200	Not applicable	£360
7V	<i>VJ participants</i> falling into none of the above categories	Not applicable	Nil	Nil	£600

- 9 The *industry blocks* in the table are the same as the equivalent activity groups for authorised firms, as set out in part 7 of *SUP 20 Ann1R*.
- 10 Where the tariff base in the table is defined in similar terms as the tariff base for the equivalent activity group set out in part 7 of *SUP 20 Ann1R*, it must be calculated in the same way as that tariff base except that it takes into account only the *VJ participant's* relevant business.
- 11 'Relevant business' for the purposes of funding the *Voluntary Jurisdiction* means that part of a *VJ participant's* business which it conducts with private individuals and which is subject to the *Voluntary Jurisdiction* of the *Financial Ombudsman Service* as provided for in *DISP 2.6.9R (The Voluntary Jurisdiction)*, as measured by the appropriate tariff base for each *industry block*.