

**Fees Manual (Financial Ombudsman Service Case Fees 2011/2012)  
Instrument 2011**

**Powers exercised**

- A. The Financial Ombudsman Service Limited amends the Financial Services Authority's Fees manual (FEES), 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 16C (Fees); and
  - (3) 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 2011 subject to the approval of the Financial Services Authority having been received before that time.

**Amendment of the Fees manual**

- D. The Board specifies the amounts to be included FEES 5 Annex 2R and FEES 5 Annex 3R as indicated in the Annex to this instrument.

**Citation**

- E. This instrument may be cited as the Fees Manual (Financial Ombudsman Service Case Fees 2011/12) Instrument 2011.

By order of the Board of the Financial Ombudsman Service Limited  
16 March 2011

## Annex

### Amendments to the Fees manual (FEES)

In this Annex, underlining indicates new text and striking through indicates deleted text.

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#### FEES 5 Annex 2R

Annual Levy Payable in Relation to the Voluntary Jurisdiction for ~~2010/11~~ 2011/12

Voluntary jurisdiction – annual levy for VJ participants				
Industry block and business activity		Tariff basis	Tariff rate	Minimum levy
1V	Deposit acceptors, <i>mortgage lenders</i> and <i>mortgage administrators</i> , including <u>and</u> debit/credit/charge card issuers and <u>merchant acquirers</u> <del>electronic money institutions</del>	number of <del>relevant</del> accounts, <del>adjusted in respect of e-money accounts</del> on the same basis as for Industry block 1 in Part 2 of <del>FEES 5 Annex 1R</del> <u>relevant to the activities in <i>DISP</i> 2.5.1R</u>	£0.0278	£100
2V	<i>VJ participants</i> undertaking <u>general</u> insurance activities <del>subject only to prudential regulation</del>	per £1,000 of relevant annual gross premium income	£0.103	£100
3V	<i>VJ participants</i> undertaking <u>life</u> insurance activities <del>subject to prudential and conduct of business regulation</del>	Per £1,000 of relevant adjusted annual gross premium income	£0.025	£100
6V	Intermediaries	n/a	n/a	£75
7V	Freight-forwarding companies	n/a	n/a	£75
8V	National Savings & Investments	n/a	n/a	£10,000
9V	Post Office Limited	n/a	n/a	<del>£10,000</del> <u>£2,000</u>
10V	Persons not covered by 1V to 9V undertaking activities which <u>would be</u> <del>are:</del>	n/a	n/a	£75

	<p><u>(a)</u> regulated activities or</p> <p><u>(b)</u> payment services or</p> <p><u>(c)</u> consumer credit activities;</p> <p>or would be if they were carried on from an establishment in the <i>United Kingdom</i></p>			
12V	<p><u>Persons undertaking the activity which is the issuance of electronic money or would be if carried on from an establishment in the <i>United Kingdom</i></u></p>	<p><u>Number of electronic money accounts multiplied by 0.15</u></p>	<u>0.0278</u>	<u>£75</u>

### FEES 5 Annex 3R

Case Fees Payable for ~~2010/11~~ 2011/12

[Note: the case fees do not change]