

**FEES MANUAL (FINANCIAL OMBUDSMAN SERVICE CASE FEES 2021/2022)
INSTRUMENT 2021**

Powers exercised by the Financial Ombudsman Service Limited

A. The Financial Ombudsman Service Limited:

- (1) makes and amends the scheme rules relating to the payment of fees under the Compulsory Jurisdiction,
- (2) fixes and varies the standard terms for voluntary jurisdiction participants relating to the payment of fees under the voluntary jurisdiction, and
- (3) fixes and varies the standard terms for the voluntary jurisdiction,

as set out in the Annex to this instrument in the exercise of the following powers and related provisions in the Financial Services and Markets Act 2000:

- (a) section 227 (Voluntary jurisdiction);
- (b) paragraph 14 (The scheme operator's rules) of Schedule 17;
- (c) paragraph 15 (Fees) of Schedule 17;
- (d) paragraph 18 (Terms of reference to the scheme) of Schedule 17; and
- (e) paragraph 20 (Voluntary jurisdiction rules: procedure) of Schedule 17.

B. The making and amendment of these scheme rules and fixing and variation of these standard terms by the Financial Ombudsman Service Limited is subject to the consent and approval of the Financial Conduct Authority.

Approval by the Financial Conduct Authority

C. The Financial Conduct Authority consents to the making and amendment of the scheme rules and approves the fixing and variation of the standard terms by the Financial Ombudsman Service Limited as set out in the Annex to this instrument.

Commencement

D. This instrument comes into force on 1 April 2021.

Amendments to the Handbook

E. The Fees manual (FEES) is amended by the Board of the Financial Ombudsman Service Limited in accordance with the Annex to this instrument.

Notes

F. In the Annex to this instrument, the "note" (indicated by "*Editor's note:*") is included for the convenience of readers but does not form part of the legislative text.

Citation

- G. This instrument may be cited as the Fees Manual (Financial Ombudsman Service Case Fees 2021/2022) Instrument 2021.

By order of the Board of the Financial Ombudsman Service Limited
22 March 2021

By order of the Board of the Financial Conduct Authority
25 March 2021

Annex

Amendments to the Fees manual (FEES)

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

**5 Annex Annual Levy Payable in Relation to the Voluntary Jurisdiction ~~2020/21~~
2R 2021/22**

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**5 Annex Case Fees Payable for ~~2020/21~~ 2021/22
3R**

Part 1 – Standard case fees		
	Standard case fee	
In the: Compulsory jurisdiction and Voluntary jurisdiction	£650 <u>£750</u> unless it is a <i>not-for-profit debt advice body with limited permission</i> in which case the amount payable is £0	

Notes	
1	The definition of standard case fee is in <i>FEES 5.5B</i> (Case fees). The definition of <i>chargeable case</i> is in the Glossary to the <i>Handbook</i> .
2	The standard case fee will be invoiced by the <i>FOS Ltd</i> on or after the date the case is closed.
3	A <i>respondent</i> will only be invoiced a case fee for the 26th and subsequent <i>chargeable case</i> in each <i>financial year</i> .
4	The definition of <i>not-for-profit debt advice body</i> is in the Glossary to the <i>Handbook</i> .
5	The definition of <i>limited permission</i> is in the Glossary to the <i>Handbook</i> .

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[*Editor's note*: the entities listed below for each charging group have been sorted into alphabetical order. For the avoidance of doubt, deleted text is still shown as struck through. Any new text is underlined.]

Part 3 - Charging groups

The *charging groups*, and their constituent *group respondents*, are listed below. They are based on the position at 31 December immediately preceding the *financial year*. For the purposes of calculating, charging, paying and collecting the special case fee, they are not affected by any subsequent change of ownership.

1	<p>Barclays Group, comprising the following <i>firms</i>:</p> <ul style="list-style-type: none"> Barclays Asset Management Limited Barclays Bank Plc Barclays Bank UK Plc Barclays Capital Securities Limited Barclays Insurance Services Company Limited Barclays Investment Solutions Limited Barclays Mercantile Business Finance Limited Barclays Private Clients International Limited <u>Barclays Security Trustee Limited</u> Barclays Sharedealing Barclays Stockbrokers Limited Clydesdale Financial Services Limited Firstplus Financial Group Plc Gerrard Financial Planning Ltd Monument Insurance DAC <u>Oak Pension Asset Management Limited</u> <u>Monument Trinity A Designated Activity Company</u> Solution Personal Finance Limited Standard Life Bank Plc Woolwich Plan Managers Limited Zedra Trust Company (UK) Limited
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2	<p>HSBC Group, comprising the following <i>firms</i>:</p> <p>B & Q Financial Services Limited</p> <p>HFC Bank Limited</p> <p>HSBC Alternative Investments Limited</p> <p>HSBC Bank Malta plc</p> <p>HSBC Bank plc</p> <p>HSBC Bank USA NA, London Branch</p> <p><u>HSBC Continental Europe</u></p> <p>HSBC Equipment Finance (UK) Limited</p> <p>HSBC Finance Limited</p> <p>HSBC France</p> <p>HSBC Global Asset Management (France)</p> <p>HSBC Global Asset Management (UK) Limited</p> <p>HSBC International Financial Advisers (UK) Limited</p> <p>HSBC Investment Funds</p> <p>HSBC Life (UK) Limited</p> <p>HSBC Private Bank (Luxembourg) S.A.</p> <p>HSBC Private Bank (UK) Limited</p> <p>HSBC Securities (USA) Inc</p> <p>HSBC Trinkaus & Burkhardt AG</p> <p>HSBC Trust Company (UK) Ltd</p> <p>HSBC UK Bank plc</p> <p>John Lewis Financial Services Limited</p> <p>Marks & Spencer Financial Services plc</p> <p>Marks & Spencer Savings and Investments Ltd</p> <p>Marks & Spencer Unit Trust Management Limited</p> <p>The Hongkong and Shanghai Banking Corporation Limited</p>
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3	<p>Lloyds Banking Group, comprising the following <i>firms</i>:</p> <p>AMC Bank Ltd</p> <p>Bank of Scotland (Ireland) Limited</p> <p>Bank of Scotland Plc</p> <p>Black Horse Limited</p> <p>BOS Personal Lending Limited</p> <p>Cheltenham & Gloucester plc</p> <p>Clerical Medical Financial Services Limited</p> <p>Clerical Medical Investment Fund Managers Ltd</p> <p>Clerical Medical Investment Group Limited</p> <p>Clerical Medical Managed Funds Limited</p> <p>Halifax Financial Brokers Limited</p> <p>Halifax General Insurance Services Limited</p> <p>Halifax Insurance Ireland Ltd</p> <p>Halifax Investment Services Ltd</p> <p>Halifax Life Limited</p> <p>Halifax Share Dealing Limited</p> <p>HBOS Investment Fund Managers Limited</p> <p>Housing Growth Partnership Manager Limited</p> <p>HVF Limited</p> <p>Hyundai Car Finance Limited</p> <p>International Motors Finance Limited</p> <p>IWeb (UK) Limited</p> <p>LDC (Managers) Limited</p> <p>Legacy Renewal Company Limited</p> <p>Lex Autolease Ltd</p> <p>Lex Autolease Carselect Limited</p> <p>Lex Vehicle Leasing Ltd</p> <p>Lloyds Bank Corporate Markets Plc</p> <p>Lloyds Development Capital (Holdings) Limited</p> <p>Lloyds Bank Plc</p> <p>Lloyds TSB Financial Advisers Limited</p> <p>Lloyds Bank General Insurance Limited</p> <p>Lloyds Bank Insurance Services Limited</p>
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Lloyds Bank Private Banking Limited
Loans.co.uk Limited
NFU Mutual Finance Limited
Pensions Management (SWF) Limited
Scottish Widows Administration Services Limited
Scottish Widows Annuities Limited
Scottish Widows Bank Plc
Scottish Widows Fund Management Limited
Scottish Widows Limited
Scottish Widows plc
Scottish Widows Unit Funds Limited
Scottish Widows Unit Trust Managers Limited
Shogun Finance Limited
St Andrew's Insurance plc
St Andrew's Life Assurance Plc
Suzuki Financial Services Limited
SW Funding plc
The Mortgage Business Plc
MBNA Limited
United Dominions Trust Limited

4	<p>RBS/NatWest Group, comprising the following <i>firms</i>:</p> <p>Adam & Company Investment Management Ltd</p> <p>Adam & Company Plc</p> <p>Coutts & Company</p> <p>Coutts Finance Company</p> <p>Lombard Finance Ltd</p> <p>Lombard North Central Plc</p> <p>National Westminster Bank Plc</p> <p>National Westminster Home Loans Limited</p> <p>NatWest Markets N.V.</p> <p>NatWest Markets Plc</p> <p>RBOS (UK) Limited</p> <p>RBS Asset Management (ACD) Ltd</p> <p>RBS Asset Management Ltd</p> <p>RBS Collective Investment Funds Limited</p> <p>RBS Equities (UK) Limited</p> <p>RBS Investment Executive Limited</p> <p>The Royal Bank of Scotland Group Independent Financial Services Limited</p> <p>The Royal Bank of Scotland N.V.</p> <p>The Royal Bank of Scotland Plc</p> <p>Ulster Bank Ireland Limited</p> <p>Ulster Bank Ltd</p>
5	<p>Aviva Group, comprising the following <i>firms</i>:</p> <p>Aviva Administration Limited</p> <p>Aviva Annuity UK Limited</p> <p>Aviva Equity Release UK Limited</p> <p>Aviva Health UK Limited</p> <p>Aviva Insurance Limited</p> <p>Aviva Insurance Services UK Limited</p> <p>Aviva Insurance UK Limited</p> <p>Aviva International Insurance Limited</p> <p>Aviva Investment Solutions UK Limited</p> <p>Aviva Investors Global Services Limited</p> <p>Aviva Investors Pensions Limited</p>

	<p>Aviva Investors UK Fund Services Limited</p> <p>Aviva Investors UK Funds Limited</p> <p>Aviva Life & Pensions UK Limited</p> <p>Aviva Life Services UK Limited</p> <p>Aviva Pension Trustees UK Limited</p> <p>Aviva Wrap UK Limited</p> <p>CGU Bonus Limited</p> <p>CGU Underwriting Limited</p> <p>Commercial Union Life Assurance Company Limited</p> <p>Gresham Insurance Company Limited</p> <p>Hamilton Life Assurance Company Limited</p> <p>Hamilton Insurance Company Limited</p> <p>Norwich Union Life (RBS) Limited</p> <p>Scottish Boiler and General Insurance Company Ltd</p> <p>The Ocean Marine Insurance Company Limited</p> <p>Friends Annuities Limited</p> <p>Friends Life and Pensions Limited</p> <p>Friends Life FPLMA Limited</p> <p>Friends Life Investment Solutions Limited</p> <p>Friends Life Limited</p> <p>Friends Life Marketing Limited</p> <p>Friends Life Services Limited</p> <p>Friends Provident International Limited</p> <p>Sesame Limited</p>
6	<p>Direct Line Group, comprising the following <i>firms</i>:</p> <p>Churchill Insurance Company Limited</p> <p>UK Insurance Limited</p> <p>UK Insurance Business Solutions Limited</p>
7	<p>Nationwide Building Society Group comprising the following <i>firms</i>:</p> <p>Cheshire Building Society</p> <p>Derbyshire Building Society</p> <p>Derbyshire Home Loans Ltd</p> <p>E-Mex Home Funding Limited</p> <p>Nationwide Building Society</p>

	Nationwide Independent Financial Services Limited Portman Building Society The Mortgage Works (UK) Plc UCB Home Loans Corporation Ltd
8	Santander Group, comprising the following <i>firms</i> : Abbey Stockbrokers Limited Cater Allen Limited Santander Cards UK Limited Santander Consumer (UK) Plc Santander UK Plc Santander ISA Managers Limited Hyundai Capital UK Limited Santander Financial Services Plc

Part 4 – Special case fees

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3	The special case fee for each <i>charging group</i> is a total amount calculated as follows:
	(1) in respect of new <i>chargeable cases (PPI)</i> – {£0 x [100,000 10,000] x the ‘proportion X’} – {£0 x 50}
	(2) in respect of closed <i>chargeable cases (PPI)</i> – £650 750 x [140,000 20,000] x the ‘proportion Y’
	(3) in respect of closed <i>chargeable cases (general)</i> – {£650 750 x [165,000 200,000] x the ‘proportion Z’} – {£650 750 x 50}
4	The <i>FOS Ltd</i> will invoice each <i>charging group</i> for the special case fee (calculated as above) in four equal instalments, payable in advance on the following dates during the <i>financial year</i> : (1) 1 April (or, if later, when <i>FOS Ltd</i> has sent the invoice); (2) 1 July; (3) 1 October; and (4) 1 January.
5	Year-end adjustment:

	<p>(1) If the actual number of new <i>chargeable cases (PPI)</i> referred to the <i>Financial Ombudsman Service</i> in respect of <i>group respondents</i> during the <i>financial year</i> is more than 10,000 and is more than [115%] of {[100,000 10,000]} x the 'proportion X':</p> <p>(a) the <i>FOS Ltd</i> will invoice the <i>relevant charging group</i>; and</p> <p>(b) the <i>relevant charging group</i> will pay to <i>FOS Ltd</i>;</p> <p>an additional £35,000 for each block of 100 (or part thereof) new <i>chargeable cases (PPI)</i> in excess of the [115%].</p>
	<p>(2) If the actual number of <i>chargeable cases (general)</i> closed by the <i>Financial Ombudsman Service</i> in respect of <i>group respondents</i> during the <i>financial year</i> is more than [115%] of {[165,000 200,000]} x the 'proportion Z':</p> <p>(a) the <i>FOS Ltd</i> will invoice the <i>relevant charging group</i>; and</p> <p>(b) the <i>relevant charging group</i> will pay to <i>FOS Ltd</i>;</p> <p>an additional £65,000 75,000 for each block of 100 (or part thereof) closed <i>chargeable cases (general)</i> over the [115%].</p>
	<p>(3) If the actual number of <i>chargeable cases (general)</i> closed by the <i>Financial Ombudsman Service</i> in respect of <i>group respondents</i> during the <i>financial year</i> is less than [85%] of {[165,000 200,000]} x the 'proportion Z', the <i>FOS Ltd</i> will promptly repay to the <i>relevant charging group</i> £65,000 75,000 for each block of 100 (or part thereof) closed <i>chargeable cases (general)</i> under the [85%].</p>