

**FEES MANUAL (FINANCIAL OMBUDSMAN SERVICE CASE FEES 2022/2023)  
INSTRUMENT 2022**

**Powers exercised by the Financial Ombudsman Service Limited**

A. The Financial Ombudsman Service Limited:

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

as set out in Annex A and Annex B 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 8 (Information, advice and guidance) of Schedule 17;
- (c) paragraph 14 (The scheme operator's rules) of Schedule 17;
- (d) paragraph 15 (Fees) of Schedule 17;
- (e) paragraph 18 (Terms of reference to the scheme) of Schedule 17; and
- (f) paragraph 20 (Voluntary jurisdiction rules: procedure) of Schedule 17.

B. The making and amendment of the rules and guidance and the fixing and varying of the standard terms by the Financial Ombudsman Service Limited, as set out in paragraph A above, 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 and approves the rules and guidance made and amended and the standard terms fixed and varied by the Financial Ombudsman Service Limited, as set out at Annex A and Annex B.

**Commencement**

D. This instrument comes into force on 1 April 2022, except for Part 2 of Annex B, which comes into force on 29 July 2022.

**Amendments to the Handbook**

E. The Glossary of definitions is amended by the Board of the Financial Ombudsman Service Limited in accordance with Annex A to this instrument.

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

**Notes**

- G. In Annex B 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**

- H. This instrument may be cited as the Fees Manual (Financial Ombudsman Service Case Fees 2022/2023) Instrument 2022.

By order of the Board of the Financial Ombudsman Service Limited  
22 March 2022

By order of the Board of the Financial Conduct Authority  
24 March 2022

## Annex A

### Amendments to the Glossary of definitions

Delete the following definitions. The text is not shown struck through.

*chargeable case (general)* a *chargeable case* that is not a *chargeable case (PPI)*.

*chargeable case (PPI)* a *chargeable case* that, in the *Ombudsman's* opinion, falls wholly or partly within the scope of DISP App 3 (Handling Payment Protection Insurance Complaints).

## Annex B

### Amendments to the Fees manual (FEES)

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

#### Part 1: Comes into force 1 April 2022

#### 5 Financial Ombudsman Service Funding

...

#### 5.5B Case fees

...

Standard case fee

...

5.5B.14 R But a *respondent* will only be liable for, and the *FOS Ltd* will only invoice for, the standard case fee in respect of the ~~26<sup>th</sup>~~ 4<sup>th</sup> and subsequent *chargeable cases* which are closed by the *Financial Ombudsman Service* in any *financial year*.

5.5B.15 G Until 31 March 2004 a standard case fee was payable for every *chargeable case*. From 1 April 2004 to 31 March 2005 the standard case fee was payable for the third and subsequent *chargeable cases*. From 1 April 2005 to 31 March 2013 the standard case fee was payable for the fourth and subsequent *chargeable cases*. From 1 April 2013 to 31 March 2022 the standard case fee was payable for the twenty-sixth and subsequent *chargeable cases*. FEES 5.5B.12 R does not apply retrospectively to *financial years* before 1 April 2013.

...

Supplementary Case fee [deleted]

5.5B.17 R ~~A *respondent* must pay to the *FOS Ltd* the supplementary case fee specified in FEES 5 Annex 3R Part 2 in respect of each *chargeable case (PPI)* relating to that *respondent* which is referred to the *Financial Ombudsman Service*, as well as any standard case fee under FEES 5.5B.12 R, unless the *respondent* is identified as part of a *charging group* as defined in FEES 5 Annex 3R Part 3. [deleted]~~

5.5B.18 G ~~The exclusion of *respondents* that are identified as part of a *charging group* as defined in FEES 5 Annex 3R Part 3 applies only from 1 April 2013. Those *respondents* continue to be liable for the supplementary case fee under FEES 5.5B.17 R in respect of *chargeable cases (PPI)* referred to the *Financial Ombudsman Service* before 1 April 2013. [deleted]~~

- 5.5B.19 R Notwithstanding the above, a *respondent* will only be liable for, and the *FOS Ltd* will only invoice for the supplementary case fee in respect of the 26th and subsequent cases relating to that *respondent* that fall within *FEES 5.5B.17 R* in any financial year. [deleted]

Special case fee

- 5.5B.20 R If the *respondent* is identified as part of a *charging group* as defined in *FEES 5 Annex 3R Part 3*, the *charging group* must pay the special case fee calculated under *FEES 5 Annex 3R Part 4* (from 1 April 2013) instead of the *respondent* paying the standard case fee ~~or the supplementary case fee~~.

...

**5 Annex 2R Annual Levy Payable in Relation to the Voluntary Jurisdiction 2021/22 2022/23**

| Voluntary jurisdiction – annual levy for VJ participants |   |  |                                  |     |
|--|---|--|----------------------------------|-----|
| Industry block and business activity                     | Tariff basis  | Tariff rate  | Minimum levy                     |     |
| ...  |   |  |                                  |     |
| 12V  | 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> | average outstanding electronic money as described in <i>FEES 4 Annex 11 Part 3</i><br><u>n/a</u> | £0.0781 per £1,000<br><u>n/a</u> | £75 |
| ...  |   |  |                                  |     |

**5 Annex 3R Case Fees Payable for 2021/22 2022/23**

**Part 1 – Standard case fees**

...

---

| 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 <del>26th</del> <u>4th</u> 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> .   |

| <b>Part 2 – Supplementary case fees <u>[deleted]</u></b>      |   |                        |
|---|---|------------------------|
|   |   | Supplementary case fee |
| In the:<br>Compulsory jurisdiction and Voluntary jurisdiction | For the 26th and subsequent <i>chargeable cases (PPI)</i> | £0                     |

| Notes |   |
|-------|---|
| 1     | <del>The definition of supplementary case fee is in <i>FEES 5.5B</i> (Case fees). The definition of <i>chargeable case (PPI)</i> is in the Glossary to the <i>Handbook</i>.</del>   |
| 2     | <del>The supplementary case fee when payable will be invoiced by the <i>FOS Ltd</i> on or after the date the case is referred to the <i>Financial Ombudsman Service</i>.</del>  |
| 3     | <del>The supplementary case fee when payable will be invoiced for the 26th and subsequent <i>chargeable cases (PPI)</i> against any <i>respondent</i> referred to the <i>Financial Ombudsman Service</i> in each <i>financial year</i>.</del> |

[*Editor's note*: the entities listed below for each charging group have been arranged into alphabetical order.]

| <b>Part 3 - Charging groups</b>   |
|---|
| The <i>charging groups</i> , and their constituent <i>group respondents</i> , are listed below. They are based on the position at 31 December immediately preceding the <i>financial year</i> . 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> <p>Barclays Asset Management Limited</p> <p>Barclays Bank Plc</p> <p>Barclays Bank UK Plc</p> <p>Barclays Capital Securities Limited</p> <p>Barclays Insurance Services Company Limited</p> <p>Barclays Investment Solutions Limited</p> <p>Barclays Mercantile Business Finance Limited</p> <p>Barclays Private Clients International Limited</p> <p>Barclays Security Trustee Limited</p> <p>Barclays Sharedealing</p> <p>Barclays Stockbrokers Limited</p> <p>Clydesdale Financial Services Limited</p> <p>Firstplus Financial Group Plc</p> <p>Gerrard Financial Planning Ltd</p> <p><del>Monument Trinity A Designated Activity Company</del></p> <p>Oak Pension Asset Management Limited</p> <p><del>Solution Personal Finance Limited</del></p> <p>Standard Life Bank Plc</p> <p>Woolwich Plan Managers Limited</p> <p><del>Zedra Trust Company (UK) Limited</del></p> |
|---|---|

|   |   |
|---|---|
| 2 | <p>HSBC Group, comprising the following <i>firms</i>:</p> <ul style="list-style-type: none"><li>B &amp; Q Financial Services Limited</li><li>HFC Bank Limited</li><li>HSBC Alternative Investments Limited</li><li>HSBC Bank Malta plc</li><li>HSBC Bank plc</li><li>HSBC Bank USA NA, London Branch</li><li>HSBC Continental Europe</li><li>HSBC Equipment Finance (UK) Limited</li><li>HSBC Finance Limited</li><li>HSBC Global Asset Management (France)</li><li>HSBC Global Asset Management (UK) Limited</li><li>HSBC International Financial Advisers (UK) Limited</li><li>HSBC Investment Funds</li><li>HSBC Life (UK) Limited</li><li>HSBC Private Bank (Luxembourg) S.A.</li><li>HSBC Private Bank (UK) Limited</li><li>HSBC Securities (USA) Inc</li><li>HSBC Trinkaus &amp; Burkhardt AG</li><li>HSBC Trust Company (UK) Ltd</li><li>HSBC UK Bank plc</li><li>John Lewis Financial Services Limited</li><li>Marks &amp; Spencer Financial Services plc</li><li>Marks &amp; Spencer Savings and Investments Ltd</li><li>Marks &amp; Spencer Unit Trust Management Limited</li><li>The Hongkong and Shanghai Banking Corporation Limited</li></ul> |
|---|---|



|   |  |
|---|--|
| 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 &amp; Gloucester plc</p> <p>Clerical Medical Financial Services Limited</p> <p>Clerical Medical Investment Fund Managers Ltd</p> <p>Clerical Medical Managed Funds Limited</p> <p>Halifax Financial Brokers Limited</p> <p>Halifax General Insurance Services Limited</p> <p><del>Halifax Insurance Ireland Ltd</del></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><u>Lloyds Bank General Insurance Limited</u></p> <p><u>Lloyds Bank Insurance Services Limited</u></p> <p><u>Lloyds Bank Plc</u></p> <p><u>Lloyds Bank Private Banking Limited</u></p> <p>Lloyds Development Capital (Holdings) Limited</p> <p><del>Lloyds Bank Plc</del></p> |
|---|--|

|   |
|---|
| Lloyds TSB Financial Advisers Limited             |
| <del>Lloyds Bank General Insurance Limited</del>  |
| <del>Lloyds Bank Insurance Services Limited</del> |
| <del>Lloyds Bank Private Banking Limited</del>    |
| Loans.co.uk Limited                               |
| <u>MBNA Limited</u>                               |
| 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 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                         |
| <del>MBNA Limited</del>                           |
| United Dominions Trust Limited                    |

|   |   |
|---|---|
| 4 | <p>RBS/NatWest Group, comprising the following <i>firms</i>:</p> <p><del>Adam &amp; Company Investment Management Ltd</del></p> <p><del>Adam &amp; Company Plc</del></p> <p>Coutts &amp; Company</p> <p>Coutts Finance Company</p> <p><u>FreeAgent Central Limited</u></p> <p><u>JCB Finance Ltd</u></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><u>NatWest Trustee and Depositary Services Limited</u></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><del>The Royal Bank of Scotland N.V.</del></p> <p><u>The Royal Bank of Scotland International Limited</u></p> <p>The Royal Bank of Scotland Plc</p> <p><del>Ulster Bank Ireland Limited</del></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><u>Aviva Investors UK Funds Limited</u></p> <p>Aviva Investors UK Fund Services Limited</p> <p><del>Aviva Investors UK Funds Limited</del></p> <p>Aviva Life &amp; 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><u>Friends Annuities Limited</u></p> <p><u>Friends Life and Pensions Limited</u></p> <p><u>Friends Life FPLMA Limited</u></p> <p><u>Friends Life Investment Solutions Limited</u></p> <p><u>Friends Life Limited</u></p> <p><u>Friends Life Marketing Limited</u></p> <p><u>Friends Life Services Limited</u></p> <p><u>Friends Provident International Limited</u></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><u>Sesame Limited</u></p> <p>The Ocean Marine Insurance Company Limited</p> <p><del>Friends Annuities Limited</del></p> <p><del>Friends Life and Pensions Limited</del></p> <p><del>Friends Life FPLMA Limited</del></p> <p><del>Friends Life Limited</del></p> <p><del>Friends Life Marketing Limited</del></p> <p><del>Friends Provident International Limited</del></p> |
|--|

|   |  |
|---|--|
|   | <del>Sesame Limited</del>  |
| 6 | Direct Line Group, comprising the following <i>firms</i> :<br>Churchill Insurance Company Limited<br><del>UK Insurance Limited</del><br>UK Insurance Business Solutions Limited<br><u>UK Insurance Limited</u>   |
| 7 | Nationwide Building Society Group comprising the following <i>firms</i> :<br>Cheshire Building Society<br>Derbyshire Building Society<br>Derbyshire Home Loans Ltd<br>E-Mex Home Funding Limited<br>Nationwide Building Society<br>Nationwide Independent Financial Services Limited<br>Portman Building Society<br>The Mortgage Works (UK) Plc<br>UCB Home Loans Corporation Ltd  |
| 8 | Santander Group, comprising the following <i>firms</i> :<br>Abbey Stockbrokers Limited<br>Cater Allen Limited<br><u>Hyundai Capital UK Limited</u><br>Santander Cards UK Limited<br>Santander Consumer (UK) Plc<br><u>Santander Financial Services Plc</u><br><u>Santander ISA Managers Limited</u><br>Santander UK Plc<br><del>Santander ISA Managers Limited</del><br><del>Hyundai Capital UK Limited</del><br><del>Santander Financial Services Plc</del> |

|   |              |
|---|--------------|
| <b>Part 4 – Special case fees</b>                             |              |
| The special case fee shall be calculated and paid as follows: |              |
| 1   | Proportions: |

(1) In the ~~calculations~~ calculation that ~~follow~~ follows in (2), (3) and (4) immediately below:

~~new chargeable cases (PPI) for group respondents –~~

~~A = twice the number of new chargeable cases (PPI) that were referred to the Financial Ombudsman Service in respect of group respondents from 1 July to 31 December (both dates inclusive) in the immediately preceding financial year.~~

~~new chargeable cases (PPI) for all firms –~~

~~B = twice the number of new chargeable cases (PPI) that were referred to the Financial Ombudsman Service in respect of all firms (whether or not they are part of a charging group) from 1 July to 31 December (both dates inclusive) in the immediately preceding financial year.~~

~~open chargeable cases (PPI) for group respondents –~~

~~C = the number of chargeable cases (PPI) referred to the Financial Ombudsman Service in respect of group respondents before 1 January in the immediately preceding financial year which had not been closed before 1 January in the immediately preceding financial year.~~

~~open chargeable cases (PPI) for all firms –~~

~~D = the number of chargeable cases (PPI) referred to the Financial Ombudsman Service in respect of all firms (whether or not they are part of a charging group) before 1 January in the immediately preceding financial year which had not been closed before 1 January in the immediately preceding financial year.~~

~~new chargeable cases (general) for group respondents -~~

~~E = twice the number of new chargeable cases (general) that were referred to the Financial Ombudsman Service in respect of group respondents from 1 July to 31 December (both dates inclusive) in the immediately preceding financial year.~~

~~new chargeable cases (general) for all firms -~~

~~F = twice the number of chargeable cases (general) referred to the Financial Ombudsman Service in respect of all firms (whether or not they are part of a charging~~

|   |  |
|---|--|
|   | <p><i>group</i>) from 1 July to 31 December (both dates inclusive) in the immediately preceding <i>financial year</i>.</p> <p>open <i>chargeable cases (general)</i> for <i>group respondents</i> -</p> <p>G = the number of <i>chargeable cases (general)</i> that were referred to the <i>Financial Ombudsman Service</i> in respect of <i>group respondents</i> before 1 January in the immediately preceding <i>financial year</i> which had not been closed before 1 January in the immediately preceding <i>financial year</i>.</p> <p>open <i>chargeable cases (general)</i> for all <i>firms</i> -</p> <p>H = the number of <i>chargeable cases (general)</i> referred to the <i>Financial Ombudsman Service</i> in respect of all <i>firms</i> (whether or not they are part of a <i>charging group</i>) before 1 January in the immediately preceding <i>financial year</i> which had not been closed before 1 January in the immediately preceding <i>financial year</i>.</p> |
|   | (2) <del>'Proportion X' for each <i>charging group</i> is a percentage calculated as follows – <math>A / B \times 100</math> [deleted]</del>   |
|   | (3) <del>'Proportion Y' for each <i>charging group</i> is a percentage calculated as follows – <math>(A + C) / (B + D) \times 100</math> [deleted]</del>   |
|   | (4) <del>'Proportion Z' for each <i>charging group</i> is a percentage calculated as follows - <math>\{E + G\} / \{F + H\} \times 100</math></del>   |
| 2 | The special case fee is intended to broadly reflect the budgeted workload capacity of the <i>Financial Ombudsman Service</i> and comprises elements in respect of <u>closed chargeable cases</u> with a free case allowance of 15 closed <i>chargeable cases</i> .:  |
|   | <del>(1) new <i>chargeable cases (PPI)</i>;</del>  |
|   | <del>(2) closed <i>chargeable cases (PPI)</i>; and</del>   |
|   | <del>(3) closed <i>chargeable cases (general)</i>;</del>   |
|   | <del>with a free case allowance of:</del>  |
|   | <del>(4) 50 new <i>chargeable cases (PPI)</i>; and</del>   |
|   | <del>(5) 50 closed <i>chargeable cases (general)</i>.</del>  |
| 3 | The special case fee for each <i>charging group</i> is a total amount calculated as follows:   |
|   | <del>(1) in respect of new <i>chargeable cases (PPI)</i> –</del><br><del>— <math>\{£0 \times [10,000] \times \text{the 'proportion X'}\} — \{£0 \times 50\}</math></del>   |

|   |   |
|---|---|
|   | <p>(2) <del>in respect of closed <i>chargeable cases (PPI)</i>—</del><br/> <del>£750 x [20,000] x the ‘proportion Y’</del></p>  |
|   | <p>(3) <del>in respect of closed <i>chargeable cases (general)</i>—</del><br/> <del>{£750 x [200,000] 220,500 x the ‘proportion Proportion Z’} – {£750 x 50-15}</del></p>   |
| 4 | <p>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>:</p> <ol style="list-style-type: none"> <li>(1) 1 April (or, if later, when <i>FOS Ltd</i> has sent the invoice);</li> <li>(2) 1 July;</li> <li>(3) 1 October; and</li> <li>(4) 1 January.</li> </ol>  |
| 5 | <p>Year-end adjustment:</p> <ol style="list-style-type: none"> <li>(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 [115%] of {[10,000] x the ‘proportion X’}: <ol style="list-style-type: none"> <li>(a) <del>the <i>FOS Ltd</i> will invoice the relevant <i>charging group</i>; and</del></li> <li>(b) <del>the relevant <i>charging group</i> will pay to <i>FOS Ltd</i>;</del><br/> an additional £35,000 for each block of 100 (or part thereof) new <i>chargeable cases (PPI)</i> in excess of the [115%]. [deleted]</li> </ol> </li> <li>(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 {[200,000] 220,500 x the ‘proportion Proportion Z’}: <ol style="list-style-type: none"> <li>(a) the <i>FOS Ltd</i> will invoice the <i>relevant charging group</i>; and</li> <li>(b) the <i>relevant charging group</i> will pay to <i>FOS Ltd</i>;<br/> an additional £75,000 for each block of 100 (or part thereof) closed <i>chargeable cases (general)</i> over the [115%].</li> </ol> </li> <li>(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 {[200,000] 220,500 x the ‘proportion Proportion Z’}, the <i>FOS Ltd</i> will promptly repay to the <i>relevant charging group</i> £75,000 for each block of 100 (or part thereof) closed <i>chargeable cases (general)</i> under the [85%].</li> </ol> |



**Part 2: Comes into force 29 July 2022**

[*Editor's note:* Part 2 of Annex B takes into account the changes made by Part 1 of Annex A, which comes into force on 1 April 2022.]

**5 Annex Annual Levy Payable in Relation to the Voluntary Jurisdiction 2022/23  
2R**

| Voluntary jurisdiction – annual levy for VJ participants |   |               |   |              |
|--|---|---------------|---|--------------|
| Industry block and business activity                     |   | Tariff basis  | Tariff rate                             | Minimum levy |
| ...  |   |               |   |              |
| 15V  | <i>VJ participants undertaking activities relating to <u>claims management services</u></i>   | annual income | £50 plus £3 per £1,000 of annual income | £75          |
| 16V  | <i><u>VJ participants undertaking activities which are regulated funeral plan activities or would be if:</u></i><br><br><i>(a) <u>they were carried on from an establishment in the United Kingdom;</u></i><br><i><u>and/or</u></i><br><br><i>(b) <u>they were carried on in relation to a funeral in the United Kingdom.</u></i> | <u>n/a</u>    | <u>n/a</u>                              | <u>£75</u>   |
| Notes  |   |               |   |              |
| ...  |   |               |   |              |