

Bailiwick of Guernsey

Financial Services Ombudsman (Bailiwick of Guernsey) Law 2014 [the Law]¹

Financial Services Ombudsman (Case Fee and Levies) (Bailiwick of Guernsey) Order 2015 [the Order]²

Financial Services Ombudsman

Fee Scheme (Bailiwick of Guernsey) 2018

- 1 This fee scheme is made:
 - on 29 March 2018;
 - by the Office of the Financial Services Ombudsman (OFSO) established by the Law; and
 - in accordance with Article 1 of the Order.

- 2 This scheme:
 - is for 2018 and subsequent years (until any subsequent fee scheme is made);
 - will be published on 29 March 2018; and
 - will come into effect on 1 April 2018 for all chargeable complaints.

It will be published at www.ci-fo.org – the website of the Channel Islands Financial Ombudsman (CIFO), which is the joint operation of OFSO and the equivalent financial services ombudsman in the Bailiwick of Jersey.

- 3 In this scheme:
 - 'providers' means financial services providers within OFSO's jurisdiction;
 - 'registered providers' has the same meaning as defined in the Order;
 - 'ombudsman' means any CIFO ombudsmen;
 - 'levy' means the levy payable under the relevant levy scheme made by OFSO under the Order; and
 - 'chargeable complaint' means a complaint for which a case fee is payable as shown in paragraph 4.

- 4 Each provider must pay to OFSO a case fee for each complaint against the provider that is referred to OFSO, unless, in the opinion of an ombudsman:
 - on receipt of the complaint, it is apparent that it is not eligible or should be rejected; or
 - at any time, the complaint is rejected as frivolous or vexatious.

- 5 The amount of the case fee for each complaint received on or after 1 April 2018 will be:
 - £400 for any registered provider that is liable to pay a levy; and
 - £900 for any other provider.

- 6 The amount of the case fee for each complaint received in the period 1 January 2017 to 31 March 2018 will be:
 - £300 for any registered provider that is liable to pay a levy; and
 - £750 for any other provider.

¹ <http://www.guernseylegalresources.gg/article/115617/Financial-Services-Ombudsman-Bailiwick-of-Guernsey-Law-2014>

² <http://www.guernseylegalresources.gg/CHttpHandler.ashx?id=95899&p=0>

- 7 The amount of the case fee for each complaint received prior to 1 January 2017 will be:
 - £200 for any registered provider that is liable to pay a levy; and
 - £600 for any other provider.
- 8 Ordinarily, OFSO will invoice any case fees annually in arrears. For registered providers that are subject to the annual levy, OFSO will invoice any case fees in conjunction with the levy.
- 9 But if any provider accumulates 10 or more chargeable complaints OFSO may issue an interim case fee invoice.
- 10 Any case fee invoice (including any interim case fee invoice) is due and payable within 28 days of the date of the invoice. If it remains unpaid, OFSO may add interest at 6% per annum from the due date until paid plus any debt collection costs incurred by OFSO.
- 11 This scheme may be cited as the Financial Services Ombudsman Fee Scheme (Bailiwick of Guernsey) 2018.

David Thomas
Chairman of the Board of OFSO
