

**Application for registration as an Account Information Service Provider**

**Full name of applicant firm**

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**Important information you should read before completing this form**

This application for registration as an Account Information Service Provider can be used to provide information:

1. required by Schedule 2 of the PSRs and section 4.2 of the EBA Authorisation Guidelines
2. as part of an application for registration to enable us to assess whether the applicant firm satisfies conditions specified in Regulation 18 of the PSRs 2017
3. we need to process the application and prepare for the ongoing supervision of the firm

In some circumstances we may require further information to be able to make a determination on an application. Please keep a copy of your completed forms and any supporting documents you include in your application pack for future reference.

The FCA processes personal data in line with the requirements of The General Data Protection Regulation (EU) 2016/679 and the Data Protection Act 2018. For further information about the way we use the personal data collected in this form, please read our privacy notice available on our website: [www.fca.org.uk/privacy](http://www.fca.org.uk/privacy) .

**It is important that you provide accurate and complete information and disclose all relevant information. If you do not, you may be committing a criminal offence and it may increase the time taken to assess your application.**

**Terms in this application pack**

In this application pack we use the following terms:

* **‘AIS’** refers to Account Information Services
* **‘RAISP’** refers to a Registered AIS Provider
* **‘Applicant’, or ‘Applicant firm’** refers to the firm applying for registration
* **‘Approach Document’** refers to our guidance document entitled ‘*Payment Services and Electronic Money – Our Approach’*
* **‘EBA Authorisation Guidelines’** refers to section 4.2 of the European Banking Authority’s ‘Guidelines on the information to be provided for the authorisation as payment institutions and e-money institutions and for the registration as account information service providers’
* **‘EBA’s Register’** refers to the European Banking Authority’s Register which is a central public record
* **‘Handbook’** refers to FCA Handbook
* **‘PSD2’** refers to the revised Payment Services Directive (2015/2366)
* **‘Regulation(s)’ or ‘PSRs 2017’** refers to the Payment Services Regulations 2017
* **‘We’, 'our', ‘us’ or ‘FCA’** refers to the Financial Conduct Authority
* **'You'** refers to the person(s) signing the form on behalf of the applicant



**Filling in the form**

**1** If you are using your computer to complete the pack:

* use the TAB key to move from question to question and press SHIFT TAB to move back to the previous question
* save all the parts of the pack you have completed and attach to your application

**2** If you think a question is not relevant to you, write 'not applicable' and explain why.

**3** If you leave a question blank or do not attach the required supporting information without telling us why, we will have to treat the application as incomplete. This will increase the time taken to assess your application.

**4** If there is not enough space on the forms you may use separate sheets of paper. Clearly mark each separate sheet of paper with the relevant question number.

**5** Ensure you:

* save all part of the form you have completed
* attach this form, together with the relevant attachments below to your application on Connect:
  + PSD Individual form(s)
  + additional information requested in this form (if applicable)
  + supporting documents
* pay the application fee via Connect (this is non-refundable).

When you are required to attach supporting documents (e.g. structure chart) to your application, if you do not your application will not be progressed.

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| 1 | Identification details and timings  This section is to be used to provide the information required under Schedule 2 of the PSRs 2017 and Guideline 2 (Identification Details) of section 4.2 of the EBA Authorisation Guidelines, as well as related information that we need for domestic purposes. Please note you will be asked for your application fee when applying via Connect.  If your application is successful, the applicant’s details will be entered onto the FCA’s Financial Services Register which is our public record of authorised and registered firms, their agent(s) and EEA branches (if applicable), and separately, the EBA’s Register. |

1.1 Has the applicant firm submitted any other applications to the FCA within the last twelve months?

For example, another New Registration or Authorisation, an application for an Approved Person, Variation of Permission, Cancellation, Waiver or a notification for a Change in Control etc.

No

Yes ⏵ Give details below including any relevant FRN’s or application numbers

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1.2 What type of firm is the applicant?

Sole trader[[1]](#footnote-1)⏵Continue to Question 1.7

Private limited company

Unincorporated Partnership (other than LP or LLP)⏵Continue to Question 1.7

Limited liability partnership (LLP)

Public limited company

Limited partnership (LP)

Unincorporated association⏵Continue to Question 1.7

UK branch of a non-EEA firm

Other ⏵Give details below

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1.3 Date of incorporation or formation of the applicant firm (dd/mm/yyyy)

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1.4 Does the applicant firm have a registered number e.g. Companies House number?

No

Yes⏵Give number below

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
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**1.5 Where was the applicant firm incorporated or formed?**

England/Wales

Scotland

Northern Ireland

1.6 Date of the applicant’s financial year end (dd/mm)

This question should be answered by all applicants (For all incorporated firm the financial year end should match the date recorded with Companies House).

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**1.7 Please attach the following:**

Certificate of incorporation  Attached

Articles of Association  Attached

Copy of Partnership agreement deeds (if applicable)  Attached

Copy of Limited Liability Partnership agreement deeds   
(if applicable)  Attached

Other names

1.8 Does the applicant intend to use any other trading names in addition to the name given on the front of this application form?

No

Yes⏵Give details below

|  |  |
| --- | --- |
| Name |  |
| Name |  |
| Name |  |
| Name |  |
| Name |  |

Addresses

**1.9 Head office address**

|  |  |
| --- | --- |
| Head office address |  |
|  |
|  |
| Postcode |  |

|  |  |
| --- | --- |
| Phone number (including STD code) |  |

|  |  |
| --- | --- |
| Email address |  |

**1.10 Registered office address**

Is the registered office address the same as the head office address above?

Yes⏵Continue to Question 1.11

No⏵Give details below

|  |  |
| --- | --- |
| Registered office address |  |
|  |
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| Postcode |  |

**1.11 Does the applicant firm have a website address?**

No

Yes, live⏵Give address below

Yes, being developed⏵Give address (if known) and launch date below

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**1.12 Has the applicant firm ever been regulated by us or any other competent authority in the financial services sector?**

No⏵Continue to Question 1.13

Yes⏵Give details below

Name of regulator

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| --- |
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Address of regulator

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Applicant firm’s identification number with that regulator

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1.13 Does the applicant firm intend to join any trade association(s) in relation to the provision of payment services?

No

Yes⏵Give details below

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Details of professional advisers

**1.14 Has the applicant firm used a professional adviser to help with this application?**

No⏵Continue to Question 1.18

Yes

**1.15 Name of professional adviser's firm**

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**1.16 Do you want us to copy all correspondence to the professional adviser?**

No⏵Continue to Question 1.18

Yes

**1.17 Name and contact details of professional adviser**

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| --- | --- |
| Title |  |

|  |  |
| --- | --- |
| First name(s) |  |

|  |  |
| --- | --- |
| Surname |  |

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| Business address |  |
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| Postcode |  |

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| --- | --- |
| Phone number (including STD code) |  |

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| --- | --- |
| Mobile number (optional) |  |

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| --- | --- |
| Email address |  |

Timings for this application

**1.18 Does the applicant firm have any timing factors that it would like us to consider?**

If the applicant firm wishes to be authorised by a specific date, we will try to meet it. This is dependent on the applicant firm providing complete and timely information.

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| 2 | Programme of operations  This section asks applicants to identify the main activities of the business that they are intending to carry on. This section is also used to provide the information required under Schedule 2 of the PSRs and Guideline 3 (Programme of operations) of section 4.2 of the EBA Authorisation Guidelines. |

**2.1 Is the applicant currently providing account information services?**

Yes

No⏵Continue to Question 2.2

**2.1.1 Please specify when the applicant began providing account information services?**

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**2.2 Please provide a step-by-step description of the AIS that is intended to be provided.**

You must include an explanation on how the applicant determined that the activity fits the definition of AIS as defined in the PSRs 2017.

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**2.3 Please confirm that the applicant will not enter at any time into the possession of funds**

Confirmed

**2.4 Please provide a description of the execution of the AIS including:**

* draft contracts between all the parties involved (if applicable)
* terms and conditions of the provision of the account information services
* processing times

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**2.5 Please specify the number of different premises from which the applicant intends to provide the services (if applicable)**

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**2.6 Please provide a description of any ancillary services to the AIS (if applicable)**

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**2.7 Does the applicant intend to provide account information services in another EU Member State or another country once registered?**

No

Yes

**2.8 Does the applicant provide (or intend to provide in the next three years) any business activities other than AIS, as referred to in Regulation 32 of the PSRs 2017 other than AIS in the next three years?**

No

Yes ⏵ Give details below, including type and expected volumes.

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**2.9 Please provide the information specified in Guideline 2 of the EBA PII Guidelines on the criteria and indicators for stipulating the minimum monetary amount of PII or other comparable guarantee**

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| 3 | Business Plan  Why do we ask the questions in this section?  This section asks applicants to explain the how they intend to carry out their business. It must include a forecast budget for the first three years. This section is also used to provide the information required under Schedule 2 of the PSRs and Guideline 4 (Business Plan) of section 4.2 of the EBA Authorisation Guidelines.  The level of detail you provide should reflect the scale and complexity of the applicant’s proposed business. If any of the information you provide is unclear, we will ask you about it. |

**3.1 Please attach a detailed business plan including the following information:**

a) marketing plan consisting of:

1. an analysis of the applicant firm’s competitive position in the AIS market segment concerned
2. a description of customers, marketing materials and distribution channels

b) where available, certified annual accounts of the previous three years. If the applicant firm has not yet produced annual accounts, a summary of the financial situation

c) forecast budget calculation for the first three financial years that demonstrates that the applicant firm is able to employ appropriate and proportionate systems, resources and procedures that allow the applicant firm to operate soundly. The forecast budget should include:

* 1. an income statement and balance sheet forecast, including target scenarios and stress scenarios as well as their base assumptions, number of clients, pricing and expected increase in profitability threshold
  2. an explanation of the main lines of income and expenses, the financial debts and the capital assets
  3. a diagram and detailed breakdown of the estimated financial flows for the next three years.

Attached ⏵Please indicate how many separate sheets of paper you have used.

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| 4 | Structural organisation  This section asks applicants to describe the plan for how the work of the business will be organised. It must include (where applicable), a description of the intended use of agents and branches, its outsourcing arrangements and its participation in a national or international payment system. This section is also used to provide the information required under Schedule 2 of the PSRs and Guideline 5 (Structural organisation) of section 4.2 of the EBA Authorisation Guidelines. |

**4.1 Please provide a description of the structural organisation of the applicant firm’s business on a separate sheet of paper.**

This should include the following:

a) an overall forecast of the staff numbers for the next three years

b) a description of relevant operational outsourcing arrangements consisting of:

i. the identity and geographical location of the outsourcing provider

ii. the identity of the persons within the business that will be responsible for each of the outsourced activities

iii. a detailed description of the outsourced activities and its main characteristics

c) a copy of draft outsourcing agreements

d) a description of the use of branches and agents, where applicable, including:

1. a mapping of the off-site and on-site checks that the applicant intends to perform of branches and agents
2. the IT systems, processes and infrastructure used by the applicant firm’s agents to perform activities on the applicant’s behalf
3. in the case of agents, the selection policy, monitoring procedures and agents’ training and where available, the draft terms of engagement

e) a list of all natural or legal persons that have close links with the applicant firm, indicating their identity and the nature of those links

Attached ⏵Please indicate how many separate sheets of paper you have used.

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**4.2 You must attach a copy of the draft outsourcing agreements**

Draft outsourcing agreements attached

**4.3 Where the applicant is a legal entity, please provide a detailed organisational chart, showing each division, department or similar structural separation, including the name of the person(s) responsible, in particular those in charge of internal control functions. The chart should be accompanied by description of the functions and responsibilities of each division, department or similar structural separation**

Detailed organisational chart attached

N/A (for natural persons only)

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| 5 | Governance arrangements and internal control mechanisms  The description of the governance arrangements and internal control mechanisms must include a clear organisational structure with well-defined, transparent and consistent lines of responsibility. We will assess if the arrangements, controls and procedures are appropriate, sound and adequate.  This section is to be used to provide the information required under Schedule 2 of the PSRs and Guideline 6 (Governance arrangements and internal control mechanisms) of section 4.2 of the EBA Authorisation Guidelines. |

**5.1 Please provide a description of the applicant’s governance arrangements and internal control mechanisms on a separate sheet of paper.**

This should include the following:

1. a mapping of the risks identified by the applicant firm, including the type of risks and the procedures it will put in place to assess and prevent such risks
2. the different procedures to carry out periodical and permanent controls including the frequency and the human resources allocated
3. the accounting procedures by the which the applicant firm will record and report its financial information
4. the identity of the person(s) responsible for the internal control functions, including for the periodic, permanent and compliance control (PSD individual form(s) may be required if the person(s) is responsible for the management of the applicant
5. the identity of any auditor that is not a statutory auditor as defined in Directive 2006/43/EC
6. the composition of the management body and, if applicable, of any other oversight body or committee
7. a description of the way outsourced functions are monitored and controlled to maintain quality of the applicant’s internal controls
8. a description of the way any agents and branches are monitored and controlled within the framework of the applicant’s internal controls
9. where the applicant firm is the subsidiary of a regulated entity in another EU Member State, a description of the group governance

Attached ⏵Please indicate how many separate sheets of paper you have used.

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Regulatory returns – RegData

All regulated firms have to supply regular regulatory returns. RegData is the mandatory reporting tool that the applicant firm must use when completing and submitting the majority of these regulatory returns. To complete the returns the applicant firm must have access to a computer with an internet connection.

**5.2 You must confirm that the applicant firm has the ability to complete its regulatory returns via RegData.**

Yes

**5.3 Does the applicant firm agree to supply to us, at regular and stated intervals, financial information that can be used to help supervise and assess the applicant firm on an ongoing basis as specified in the Handbook?**

Yes

**5.4 Does the applicant firm agree to submit this information using RegData in a timely manner?**

Yes

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| 6 | Procedure to monitor, handle and follow up on a security incident and security related customer complaints  Every payment service providers must notify the FCA as soon as possible if they become aware of a major operational or security incident. We will assess that the applicant firms have adequate procedures to meet their obligations under the PSRs and our Handbook.  This section is to be used to provide the information required under Schedule 2 of the PSRs and Guideline 7 (Procedure to monitor, handle and follow up on a security incident and security related customer complaints) of section 4.2 of the EBA Authorisation Guidelines. |

**6.1 Please provide a description of the applicant’s procedures in place to monitor, handle and follow up on security incidents and security-related customer complaints.**

This should include:

1. the measures and tools to prevent fraud
2. the individual(s) and bodies responsible for assisting customers in case of fraud, technical issues and/or claim management
3. the reporting lines in case of fraud
4. the procedures for reporting incidents to the FCA under Regulation 99 PSRs 2017 in line with the EBA Guidelines on incident reporting
5. the monitoring tools used and the follow-up measures and procedures in place to mitigate security risks

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**6.2 Please provide the contact point for customers, including name and email address**

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| Name |  |

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| Email address |  |

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| 7 | Process in place to file, monitor, track and restrict access to sensitive payment data  Every applicant has obligations to protect its customers’ sensitive payment data. Sensitive payment data is defined as ‘information, including personalised security credentials, which could be used to carry out fraud’.  This section is to be used to provide the information required under Schedule 2 of the PSRs and Guideline 8 (Process in place to file, monitor, track and restrict access to sensitive payment data) of section 4.2 of the EBA Authorisation Guidelines. |

**7.1 Please provide a description of the process in place to file, monitor, track and restrict access to sensitive payment data on a separate sheet of paper.**

This should include the following:

1. a description of the flows of data classified as ‘sensitive payment data’ in the context of the applicant’s business model
2. the procedures in place to authorise access to the sensitive payment data
3. a description of the monitoring tool
4. the access right policy, detailing access to all relevant infrastructure components and systems, including databases and back-up infrastructures
5. a description of how the collected data is filed
6. the expected internal and/or external use of the collected data, including by counterparties
7. the IT system and technical security measures that have been implemented, including encryption and/or tokenisation
8. identification of the individual(s), bodies and/or committees with access to the sensitive payment data
9. an explanation of how breaches will be detected and addressed
10. an annual internal control program in relation to the safety of the IT systems

Attached ⏵Please indicate how many separate sheets of paper you have used.

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| 8 | Business continuity arrangements  This section asks applicants to describe the business continuity and disaster recovery plans for the business and IT systems. This section is also to be used to provide the information required under Schedule 2 of the PSRs and Guideline 9 (Business continuity arrangements) of section 4.2 of the EBA Authorisation Guidelines. |

**8.1 Please provide a description of the applicant’s business continuity arrangements on a separate sheet of paper.**

This should include:

1. a business impact analysis, including the business processes and recovery objectives such as recovery time objectives, recovery point objectives and protected assets
2. the identification of the back-up site, access to IT infrastructure and the key software and data to recover from a disaster or disruption
3. an explanation of how the applicant firm will deal with significant continuity events and disruptions, e.g. key systems failure, the loss of key data, inaccessibility of premises, and loss of key persons
4. the frequency with which the applicant intends to test the business continuity and disaster recovery plans, including how the results of the testing will be recorded

Attached ⏵Please indicate how many separate sheets of paper you have used.

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| 9 | Security policy document  Every applicant firm has to satisfy us that they have an operational and security risk management framework in place. The questions in this section help us to assess whether this framework is adequate.  This section is also to be used to provide the information required under Schedule 2 of the PSRs and Guideline 10 (Security policy document) of section 4.2 of the EBA Authorisation Guidelines. |

**9.1 Please attach the applicant’s security policy document.**

This should include:

1. a detailed risk assessment of the payment service(s) the applicant firm intends to provide. This must include risks of fraud and the security control and mitigation measures taken to adequately protect customers against the risks identified
2. a description of the IT systems including:
   * the architecture of the systems and their network elements
   * the business IT systems supporting the business activities provided, such as the applicant firm’s website, the risk and fraud management engine and customer accounting
   * the support IT systems used for the organisation and administration of the applicant firm, such as accounting, legal reporting systems, staff management, customer relationship management, email servers and internal file servers
   * information on whether those systems are already used by the applicant or its group, and estimated date of implementation, if applicable
3. the type of authorised connections from outside, such as with partners, service providers, entities of the group and employees working remotely including the rationale for such connections;
4. for each of the connections listed under point c), the logical security measures and mechanisms in place. This must specify the control the applicant firm will have over these accesses. It must also detail:
   * the nature and frequency of each control, such as technical versus organisational, preventive vs detective; real-time monitoring vs regular reviews, such as the use of an active directory separate from the group
   * the opening/closing of communication lines
   * security equipment configuration
   * generation of keys or client authentication certificates
   * system monitoring
   * Authentication
   * confidentiality of communication
   * intrusion detection
   * antivirus and logs
5. the logical security measures and mechanisms in place that will govern the internal access to IT systems including:
   * the technical and organisational nature and frequency of each measure, such as whether it is preventive or detective, or if it is carried out in real time
   * how the issue of client environment segregation is dealt with in cases where the applicant’s IT resources are shared
6. the physical security measures and mechanisms of the premises and the data centre of the applicant firm, such as access controls and environmental security
7. the security of payment processes, which should include:
   * the customer authentication procedure used for both consultative and transactional accesses, and for all underlying payment instruments
   * an explanation on how the safe delivery to the legitimate payment service user and the integrity of authentication factors such as hardware tokens and mobile application is ensured, at initial enrolment time and renewal
   * a description of the systems and procedures that the applicant firm has in place for transaction analysis and identification of suspicious or unusual transactions
8. a detailed risk assessment of its payment services, including fraud and with a link to the control and mitigations explained in the application file, demonstrating that the risks are addressed
9. a list of the main written procedures for the applicant’s IT systems or, for procedures that have not yet been formalised, an estimated date for their finalisation.

Security policy document attached

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| 10 | Identity and suitability assessment of directors and persons responsible for the management of the AIS provider  The applicant must satisfy us that any persons who are responsible for the management of the business, are of good repute and possess appropriate knowledge and experience to perform payment services.  This section is to be used to provide the information required under Schedule 2 of the PSRs and Guideline 11 (Identity and suitability assessment of directors and persons responsible for the management of the account information provider) of section 4.2 of the EBA Authorisation Guidelines. |

10.1 Please complete and submit a PSD Individual form for each director and individual responsible for the management of the applicant firm.

The PSD Individual form will be available on Connect.

The following are examples of persons required to complete and submit a PSD Individual form:

1. all the members of the management board
2. in the case of a applicants that only provides AIS, all the management staff
3. in the case of applicants that carry on activities other than payment services, the persons with direct responsibility for running the applicant’s AIS on a day-to-day basis

How many PSD Individual forms are you attaching to this application?

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| 11 | Professional indemnity insurance or comparable guarantee  Every applicant must satisfy the FCA that it holds appropriate PII or a comparable guarantee. To complete this section you must have a quotation from a PII provider.  This section is to be used to provide the information required under Schedule 2 of the PSRs and Guideline 12 (Professional indemnity insurance or comparable guarantee for payment initiation services and account information services) of section 4.2 of the EBA Authorisation Guidelines. |

11.1 Please provide details of the PII cover the applicant will have in place that complies with the minimum standards as set out in the EBA PII Guidelines; showing the coverage of the respective liabilities\*

|  |  |
| --- | --- |
| Insurer name |  |
| Annual premium |  |
| Limit of indemnity (single claim) |  |
| Limit of indemnity (aggregate) |  |
| Policy excess |  |
| Increased excess(es) for specific business types: | Business type:  Amount: £  Business type:  Amount: £ |
| Amount of additional capital required for increased excesses(es) | £ |
| Amount of additional capital required for excluded business or liabilities. | £ |

\*You will be asked to provide evidence of the PII before we authorise your firm i.e. the insurance contract or other equivalent document.

**11.2 Please provide documentation of how the applicant has calculated the minimum amount in a way that is compliant with the EBA PII Guidelines, including all applicable components of the formula specified therein.**

Please indicate how many separate sheets of paper you have used below.

|  |  |
| --- | --- |
| Number of additional sheets |  |

|  |  |
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| 12 | Fees and levies  This section is included to provide the applicant information on periodic fees and levies payable to the FCA and the Financial Ombudsman Service (FOS) and Money Advice Service (MAS). We also explain the relevant FCA and FOS fee-blocks. |

The permission the firm has when it becomes authorised will determine which fee-block(s) the firm is allocated to. The fees and levies in each fee-block are based on the tariff data provided in the sections below.

You should provide a projected valuation, covering the first 12 months from the date of authorisation (measured according to the relevant tariff base(s)), see FEES 4.2.7A G (FCA fees) of our Handbook at: <https://www.handbook.fca.org.uk/handbook/FEES/4/2.html> (see FEES 4 Annex 11) and see FEES 5 Annex 1 at: <https://www.handbook.fca.org.uk/handbook/FEES/5/Annex1R.html> for the FOS industry blocks.

Please round your answers up for this section to the nearest whole number in GBP. If the answer is ‘nil’ please write ‘nil’ – do not leave blank.

FCA fees – fee-block G3 – large payment institutions (UK or EEA authorised payment institutions) and registered account information service providers

12.1 How much relevant income does the applicant firm project for the first year of authorisation?

|  |  |
| --- | --- |
| Amount GBP |  |
| Confirm amount in words |  |

Declaration of the Financial Ombudsman Service (FOS) exemption

Please note that if the applicant firm will be carrying on business with consumers, the exemption will not be available because the consumers will qualify as eligible complainants.

12.2 The FOS exemption – if the firm will not be carrying on business with eligible complainants and does not foresee doing so in the immediate future, please tick the box below:

Applicant firm is exempt from the FOS

FOS Industry block 11 – Fee-paying payment service providers (authorised payment institutions)

12.3 How much relevant income does the applicant firm project for the first year of authorisation?

|  |  |
| --- | --- |
| Amount GBP |  |
| Confirm amount in words |  |

1. Please note if you are a sole trader we will register the RAISP under your name. Any other names will be listed on the FCA’s Financial Services Register as a trading name(s) of your business. [↑](#footnote-ref-1)