

FINANCIAL OMBUDSMAN SERVICE (FOS) - EXEMPTION

1. Under the Complaints Sourcebook [DISP](#) rules, *firms* must pay a *general levy* towards the annual costs of operating the Financial Ombudsman Service (FOS). However, some *firms* may be eligible for exemption from the requirement to pay the *general levy*.
2. Exemption from *DISP* is available if you do not conduct business with *eligible complainants*, and have no reasonable likelihood of doing so. *Eligible complainants* are defined in [DISP 2.7](#), and conducting business means carrying on any of the activities in [DISP 2.6](#). Please note that exemption also applies to internal complaints handling procedures, including complaints reporting requirements. Firms that meet the conditions for exemption must notify us if the conditions cease to apply. Full details of the process for exemption from *DISP* are in [DISP 1.1.12 R](#).
3. **Exemption from *DISP* does not necessarily mean that you are eligible for exemption from the Financial Services Compensation Scheme (FSCS) levies.** There are separate provisions for exemptions from FSCS levies. Please see 'Financial Services Compensation Scheme ([FSCS](#)) – exemption from levies' for details.
4. Under [DISP 1.1.12 R](#), notice of exemption from *DISP* must be in writing. If you wish to claim exemption from *DISP* and you are not already registered with us as being exempt, then please complete the declaration below, and email this to feetariffreturns@fca.org.uk or by post to FCA Revenue, Tariff Data Collection, 12 Endeavour Square, London E20 1JN. We must receive your notice of exemption by **31 March** to qualify for the levy exemption for the following and future levy year. If you do not meet this deadline you will be liable for the full levy for your type of firm.
5. Once you have applied for an exemption this will automatically roll forward to future years so you don't have to apply every year. Please note that [DISP 1.1.12 R](#) requires you to inform the FCA as soon as reasonably practical if after you file for exemption you then find that the conditions necessary for exemption no longer applies.
6. If you have any queries on exemption from *DISP* then please contact your usual supervisory contact at the FCA.

Declaration – please complete and return to the FCA

I would like to give notice that in line with [DISP 1.1.12 R](#), the firm named below does not conduct business with *eligible complainants* and has no reasonable likelihood of doing so in the future.

Name of firm	
FRN	
Contact Name	
Signature	
Position	
Date	