

our ref
your ref



please write to **Financial Ombudsman Service**
South Quay Plaza
183 Marsh Wall
London
E14 9SR

dx 141280 Isle of Dogs 3
website www.financial-ombudsman.org.uk

10 January 2012

Dear B Whittle

Your request for information

Thank you for your e-mail in which you request the following information:

Which of the following Banks have not been charged the case fee ?

"We do not charge a business a case fee for the first three complaints we deal with each year"

http://www.financial-ombudsman.org.uk/faq/businesses/answers/funding_a6.html

1,how many of the following banks were not charged any case fees at the most recent charging date ?

2,provide the names of the banks which were not charged any case fees (from the following list)

3,state the date that you charge the case fees to banks (I assume you charge all banks on the same date)

4,how many of the following banks have less than the minimum number of complaints to incur charges at the current time (ie less than three complaints if that is the current threshold)

5,provide the names of the banks which have less than the minimum number of complaints to incur charges at the current time (ie less than three complaints if that is the current threshold)(from the following list)

*The list of banks is as follows;
Airdrie Savings Bank*

Access Bank UK Limited

FBN Bank (UK) Ltd

FIBI Bank (UK) plc

Ghana International Bank plc

Arbuthnot Latham & Co, Ltd

Guaranty Trust Bank (UK) Limited

Habib Allied International Bank plc

Habibsons Bank Ltd

Hampshire Trust plc

Bank of Ceylon (UK) Ltd

The Bank of China (UK) Limited

Harrods Bank Ltd

Bank of London and The Middle East plc

Bank of Philippine Islands (Europe),

ICBC (London) Ltd

ICICI Bank UK Plc

Brown Shipley & Co. Ltd

Islamic Bank of Britain plc

Butterfield Bank (UK) Ltd

C Hoare & Co

CAF Bank Ltd

Julian Hodge Bank Ltd

Charity Bank Ltd,

Church House Trust plc

Turkish Bank (UK) Ltd

Union Bank UK plc

United National Bank Ltd

United Trust Bank Ltd Unity Trust Bank plc

Methodist Chapel Aid Ltd

Metro Bank PLC

Weatherbys Bank Ltd

Wesleyan Bank Limited

Whiteaway Laidlaw Bank Ltd

Philippine National Bank (Europe) plc

Punjab National Bank (International) Ltd

Reliance Bank Ltd

Secure Trust Bank plc

Sonali Bank (UK) Ltd

Syndicate Bank

Bank of Baroda

Bank of China Limited

Nacional Financiera SNC

Bank of East Asia Ltd

Bank of India

Canara Bank

State Bank of India

Habib Bank AG Zurich

Turkiye Is Bankasi AS

Habib Bank Ltd

Akbank NV

Anglo Irish Bank Corporation plc

Banco Bilbao Vizcaya Argentaria SA

Banif - Banco Internacional do Funchal SA

Irish Nationwide Building Society

Bank of Cyprus Public Company Ltd

Marfin Popular Bank Public Company Ltd

Triodos Bank NV

Svenska Handelsbanken AB

T.C Ziraat Bankasi A.ÂŞ

With respect to point 3 of your request, case fees are charged from time to time following the closure of a case considered by the Service. There is no set date. Most firms receive individual invoices for each case.

We estimate that complying with the rest of your request would exceed the cost limit set out in the Freedom of Information Act 2000 ('the Act').

The 'appropriate limit' is specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. In relation to this Service, the appropriate limit is £450, or 18 hours at £25 per hour. If the appropriate cost limit is exceeded, information is exempt from release under section 12 of the Act.

If you are not satisfied with our response, please contact us within two months of the date of this e-mail – explaining why you're not happy – and asking us to carry out a review. You can contact our information rights officer by email at informationrightsofficer@financial-ombudsman.org.uk or by writing to this address:

Information Rights Officer
Knowledge and Information Management Team
Financial Ombudsman Service
183 Marsh Wall
London E14 9SR

If you remain unhappy after we have carried out our review, you can contact the Information Commissioner's Office:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

phone: 0303 123 1113
email: casework@ico.gsi.gov.uk

Yours sincerely

Information Rights Officer