

Market Bulletin

Ref: Y5384

Title 2023 Members' subscriptions, Central Fund contributions and other Market Charges

Purpose Notification of 2023 charges, contributions, subscriptions and payment dates

Type Scheduled

From Burkhard Keese, CFO
Tel: +44 (0)20 7327 6509
email: burkhard.keese@lloyds.com

Date 30 September 2022

The purpose of this bulletin is to set out the charges applicable to Lloyd's members for 2023.

Summary of charges for 2023

There will be no changes to market charges for 2023;

- Members' subscriptions are 0.36% of planned gross written premium;
- Central Fund contributions are 0.35% and 1.40% of planned gross written premium for existing and new members respectively;
- A review of the Complaint Handling charges has been undertaken as the charging structure has remained largely unchanged since its introduction. The revised charges align the charging structure for UK and international complaints handling in the UK and in Australia and reflect the increased workload when dealing with complaints escalated to an external dispute resolution service; and
- All other charges, including overseas operating charges and user pay charges, are held at 2022 levels.

Area	Market Charge	2023 rate			Calculation basis / Limits	
Market-wide charges	Members' Subscription	0.36%			GWP	
	New Central Fund Contributions	0.35%			GWP	
	New Corporate Members Central Fund Contributions	1.40%			GWP	
Overseas operating charges	All locations	Direct	0.49%		GSSP	
		Reinsurance	0.17%		GSSP	
		Coverholder	0.73%		GSSP	
	Lloyd's Japan Coverholder Fees	Local business	12.5%		Net premium after brokerages	
		Pooled business	5.0%		Net premium after brokerages	
		Annual coverholder fee	£15,000		Per binder	
Lloyd's Italian office (Additional charge)		0.75%		GWP		
Syndicates in run-off	Syndicates in Run-off	£1 Per £1,000			net insurance liabilities	
Capacity Markets	Approval of capacity offer by means of announced auction offer	£2,400			Flat fee	
	Approval of formal capacity offer	£6,250				
	Approval of conversion scheme (with inter-availability)	£12,000				
Treasury	Commingled investment accounts*	8.5bp			AUM	
	Currency Conversion Service (CCS)	5bp			Per transaction	
	FX execution service	Up to 5bp			Per transaction	
	Investment of overseas regulatory deposits*	8.5bp			AUM	
Schedule 3 Charges	Overall Premium Limit for member per syndicate participation	£15,000,001 or greater*	£150		Max Fee £4,475	
		£10,000,001 to £15,000,000*	£125		Max Fee £3,700	
		£5,000,001 to £10,000,000*	£90		Max Fee £2,625	
		£2,000,001 to £5,000,000*	£50		Max Fee £1,550	
		£2,000,000 or less*	£50		Max Fee £1,025	
		Members participating on run-off years of account only (i.e. have stayed open having reached 36 months of existence under Lloyd's three-year accounting policy)	£50		Max Fee £1,025	
Trust Fund Levies	Australian Trust Fund	£165,050			Annual flat fee (recovered quarterly) in local currency.	
	Canadian Margin Fund	£51,000				
	Credit for Reinsurance and Surplus Lines Trust Fund	£34,900				
	Illinois Trust Fund	£51,000				
	Kentucky Trust Fund	£68,650				
	South African Trust Fund	£52,200				
Tax Charges	Syndicate Charges	Premium tax charges (main syndicates only)*	£20,000			
		Syndicate UK tax returns*	£500			
		Certificate of UK Tax Residence*	£1,000			
	Member Charges		IND	CORP	DCP	
		US (incl. income and excise taxes, FATCA)*	£750	£1,000	£10,000	
		Canada*	£250	£250	£3,500	
		Singapore*	£250	£250	£3,500	
		UK tax advices (incl. CTA1/2, foreign tax schedules, etc.)*	£250			Flat fee
		Third Party Funding Providers*	£100			
		Japan*	£250	£250	£3,500	
		Country by Country Reporting*	-		£1,000	
		US Controlled Foreign Corporations reports (only affected members)*	£750			
		LLP / SLP charge for 2nd and each further partner*	£500			

Area	Market Charge	2023 rate			Calculation basis / Limits	
		IND	CORP	DCP		
Member Services		£515	£2,800	£13,900		
	Trustee / Regulatory Services				Flat fee	
	Third Party FAL Providers (TPFP)		£200		per TPFP	
	Interavailable Recipient Monitoring Charge – open participation	N/A	£500		Per donor	
	Interavailable Recipient Monitoring Charge – closed participation	N/A	£1,500		Per finalised donor	
	Interavailable Recipient Monitoring Charge – closed > 2 years	N/A	£2,500		Per finalised donor	
	Citibank Holding Charge where value held in Citibank >£10m*		£5,000		Flat fee	
	Cash Service Charge		Up to 0.14%		Cash held	
	Complex issues*		£120		per hour	
	Corporate Member Application – Non Private Capital		£52,000		per application	
	Corporate Member Application – Private Capital Simple		£5,250		per application	
	Corporate Member Application – Private Capital – Complex		£10,500		per application	
	Change of Control Application – Simple		£1,050		per application	
	Change of Control Application – Complex		£5,250		per application	
	Approval of New Third Party Funding Provider – Simple (known entity)		£520		per TPFP	
	Approval of Third Party Funding Provider – Simple (new entity)		£2,600		per TPFP	
	Approval of Third Party Funding Provider – Complex (new entity)		£10,500		Per TPFP	
	Recommendation of Underwriting – No changes		£1,050		Flat fee	
	Recommendation of Underwriting – Simple		£5,250		Flat fee	
	Recommendation of Underwriting – Complex		£10,500		Flat fee	
	Extension/Late/Breach/Non-submission fee incl. Declaration of Compliance, PTF trustees		£520		Flat fee	
	Results & Stamp Processing – Simple (Aligned)*		£5,150		per syndicate	
	Results & Stamp Processing – Complex (Spread)*		£15,450		per syndicate	
	Auction – buy/sell capacity		0.06%		per successful bid	
	Provision of systems to members' agents*		Up to £50,000		per members' agent, based on number of members	
	Corporate Interavailable FAL	Corporate groups seeking to consolidate and make their individual corporate members' FAL interavailable *		£5,500		Per ceasing member subject to a maximum of £50,000 per corporate group

Area		Market Charge	2023 rate	Calculation basis / Limits
Complaints	Complaints Handled by Lloyd's UK	New Complaint Administration	£250	Per complaint received by direct by Lloyd's
		Additional fee for full investigation - Tier 1	£250	Claim reserve of £500 and under
		Additional fee for full investigation – Tier 2	£715	Claim reserve £501- £10,000 and all other matters
		Additional fee for full investigation – Tier 3	£1,100	Claim reserve of £10,000-£25,000
		Additional fee for full investigation – Tier 4	£1,470	Claim reserve above £25,001
		Issue Investigation Ongoing Letter (UK Only)	£75	Per letter issued
		Additional Administration Fee	£200	Per chase / failure to comply with requirements
		Automated Chase for Documentation / Information	£50	Per chase issued
		Oversight / handling of complaint escalated to EDR – no final response issued	£500	Per complaint escalated to EDR and Lloyd's have not issued a final response
		Oversight / handling of complaint escalated to EDR – final response issued	£150	Per complaint escalated to EDR and Lloyd's have issued a final response
	Additional DOI Charges	DOI Extension Request	£250	Per DOI extension
		DOI Request for Information	£100	Per additional request for information
	Failure to Meet Performance Metrics and other Systemic Issues		Up to £25,000	Flat fee
	Financial Ombudsman Service	Recovery of UK Financial Ombudsman Service (FOS) case fee	FOS revises their case fee on the 1st April each year. 2022/2023 charge fixed at £750	
	Complaints Handled by Lloyd's Australia	New Complaint Administration	A\$450	Per complaint received direct by Lloyd's
		Administration Fee for Complaint (AFCA/IFSO matters not resolved at Registration & Referral)	A\$450	Referrals progressing to 'case management' stage and beyond
		Administration Fee for Complaint (AFCA/IFSO matters resolved at Registration & Referral)	A\$200	Referrals resolved at the earliest possible stage
		Fee for full investigation – Tier 1	A\$450	Claim reserve of A\$900 and under
		Fee for full investigation – Tier 2	A\$1,250	Claim reserve of A\$901- A\$18,000 and all other matters
		Fee for full investigation – Tier 3	A\$1,950	Claim reserve of A\$18,001 – A\$45,000
		Fee for full investigation – Tier 4	A\$2,550	Claim reserve of above A\$45,001
		Additional Administration Fee	A\$360	Per chase/ failure to comply with requirements.
		Automated Chase for Documentation / Information	\$90	Per chase issued
		Systemic issue / Code breach investigation	\$1,000-\$3,000	Per issue / investigation
	AFCA/IFSO	Recovery of AFCA User Charge	Variable	Recovered on same basis used by AFCA
		Australian AFCA and New Zealand IFSO case fee is payable by coverholder / DCA / managing agent	AFCA charges range from AU\$100 to AU\$13,300 dependent on the stage the matters resolve. Higher fees are charged for legacy complaints. IFSO charges approx. NZ\$1,800	

Area		Market Charge	2023 rate	Calculation basis / Limits
Group Technology	Cabling Services	Installation of Cabling within the Lloyd's building	Manpower Hourly Rate Plus Materials	Per cable
		Fibre Optic Cable – Infrastructure Support & Rental*	£967	Per Fibre Pair
		Block Wiring. Charge for use of BT block wiring to support private PBX's (price per pair)*	£22	Per Pair
		Fibre Installation. One-off charge for provision of fibre to an U/W box or office*	£502	Per Unit
	Black Box Park (BBP1) Services	Black Box Park 1 (BBP1) Rack Space - 1 unit*	£369	Per Unit
		BBP1 Lockable Rack Space - 10 units*	£2,010	Per Unit
		BBP1 Lockable Rack Space - 20 units*	£3,969	Per Unit
		BBP1 Floor Space*	£7,836	Per Unit
	Voice Services	Installation of Voice Services*	Manpower Hourly Rate	Per Unit
		Standard Extension Rental & Handset*	£649	Per Extension
		Digital Telephone Handset Additional Rental*	£143	Per Handset
		Digital Add-on Unit*	£176	Per Handset
		Additional Telephone Socket Rental*	£88	Per Socket
		Voicemail Rental*	£125	Per Unit
		Fax / Modem Line Rental*	£305	Per Line
		Support for IPT Infrastructure*	£731	Per Unit
	Other Services	Rental of an IP Conference Unit*	£264	Per Unit
		TAROT VPN Branch to Branch	£2,291	Per Unit
		Maintenance (digital signage to LMA)	£324	Per Unit
	Corporate Real Estate	Room Rent	G1,G2 &G3	£555
Ground			£833	
Company Market Rent		G2 & G3	£1,110	per sq. ft.
		Company Market	Double Room Rent	
Security Passes		Market wide	£32	per pass
	Non-u/w working members*	£105		
Markets	Change in managing or members' agent - Shareholding (below 10%)		£5,000	Per application VAT Status (Outside Scope)
	Change in agent Shareholding (10% - 49.99%)		£20,000	
	Change in agent ownership (≥50%)		£50,000	
	Non – notification and retrospective application		£10,000	
	New Underwriting Agent		£300,000	
	New Syndicate		£200,000	
	New Special Purpose Arrangement		£75,000	
	New Syndicate in a Box		£100,000	
	Syndicate merger or Transfer of Management of a syndicate		£5,000	
	New Accredited Broker		£10,000	
New Captive syndicate		£100,000		

Key: Individual (IND), Corporate (CORP), Direct Corporate (DCP), Gross Written Premium (GWP), Gross Signed & Settled Premium (GSSP), Assets Under Management (AUM),

Items denoted with an asterisk (*) are exclusive of VAT and will be incurred additionally.

Appendix

1. Market-wide charges

Market charge	2023 rate	Calculation basis
Members' Subscription	0.36%	GWP
New Central Fund Contributions	0.35%	GWP
New Corporate Members Central Fund Contributions	1.40%	GWP

1. Members' Subscriptions

Member's subscriptions are levied at 0.36% of GWP (as set out in the syndicates' approved business plans). Annual subscriptions are exempt from VAT (per Market Bulletin Y2870 issued on 13 September 2002) and are payable in two instalments;

- the first instalment of 0.18% shall be paid 13 January 2023, and
- the second instalment of 0.18% shall be paid 1 June 2023.

2. New Central Fund contributions

Existing members

The annual contribution rate of 0.35% of GWP (as set out in the syndicates' approved business plans) is payable by all members (other than new corporate members participating on new syndicates) for the 2023 year of account. The annual contribution rate for RITC syndicates is based on Notional Capacity (calculated by taking Net Reserves x 3%, rounded up to the nearest £0.5m).

New corporate members

New corporate members pay contributions at the rate of 1.4% of gross written premiums in the approved business plans for the syndicates on which the member participates, for each of their first three years of operations. A new corporate member is one which joined/joins Lloyd's in 2021, 2022 or 2023 and establishes / participates on one or more new syndicates. It should be noted that if that member writes on a mix of existing and new syndicates, then the higher rate will only be payable in respect of its participations on new syndicates. Where a ceased member recommences underwriting, they will be deemed a new corporate member if they had not underwritten business for three or more consecutive years of account.

Within the category of new corporate members, the increased charges will not apply to conversion vehicles which meet the current definition of a "successor corporate member" in the Membership (Entrance Fees and Annual Subscriptions) Byelaw – i.e. in broad terms, any vehicle which is 85% owned by converting Names.

Callable contribution

The callable contribution is 5% of premium limit, valued according to the USD / GBP mix of business.

Payment date

Entire amount due on 24 March 2023, with the option to make payments in US dollars. New Central Fund contributions are exempt from VAT.

If a mid-year pre-emption or a new syndicate is approved after 1 April 2023, the due date for the on-account payment of the contribution will be the later of the date of approval or invoiced date.

2. Overseas operating charges

Market charge		2023 rate	Calculation basis
All locations	Direct	0.49%	GSSP
	Reinsurance	0.17%	GSSP
	Coverholder	0.73%	GSSP
Lloyd's Japan Coverholder Fees	Local business	12.5%	Net premium after brokerages
	Pooled business	5.0%	Net premium after brokerages
	Annual coverholder fee	£15,000	Per binder
Lloyd's Italian office (Additional)		0.75%	GWP

The Overseas Operating Charge will be charged on overseas Gross Signed & Settled Premium (i.e. excluding UK and Channel Islands) to cover the overseas operating costs. The charge will be collected on 27 January 2023, 27 April 2023, 27 July 2023 and 27 October 2023.

An additional charge of 0.75% of gross written premium is levied on business administered through the Lloyd's Italian office, reflecting the additional services provided locally.

Lloyd's Japan coverholder fees (applied to net premium after brokerages) are 12.5% on business from local intermediaries, and 5% on pooled business. In addition, there is an annual coverholder fee of £15k per binder.

Reinsurance Commission and the Overseas Operating Charge

Lloyd's Brussels and Lloyd's China charge a reinsurance commission as a percentage of Gross Written Premiums (GWP). The final Overseas Operating Charge references the reinsurance commissions (net of local corporate taxes) paid by a syndicate through a repayment of Overseas Operating Charges collected during the year. The reduction is capped at the amount of the Overseas Operating Charges collected during the year.

Overseas User Pay Charges

Overseas User Pay Charges will apply for costs incurred on behalf of specific syndicates or work requested by specific market customers where that work requires substantial additional effort and has resulted in extra cost. These charges will normally be on a time and materials basis and, where applicable, the cost implications will be made clear to the syndicate before proceeding with the work.

3. Syndicates in run-off

Market Charge	2023 rate	Calculation basis
Syndicates in Run-off	£1 Per £1,000	net insurance liabilities

Agents with syndicates with years of account in run-off bear a run-off charge at a flat rate of £1 per £1,000 of reported net insurance liabilities, assessed by reference to the most recent audited accounts of the syndicate for each year of account in run-off. For this purpose, a run-off syndicate means a syndicate which no longer accepts new or renewal insurance business (other than the variation or extension of risk previously underwritten or reinsurance to close off an earlier year of account of that syndicate).

In this context, net insurance liabilities mean the amounts retained by each syndicate in run-off, in respect of each year of account in run-off, to meet all known and outstanding liabilities carried forward as at 31 December 2022. If the relevant audited financial statements are unavailable and their production appears likely to be significantly delayed, an interim charge (to be adjusted if necessary on subsequent publication of the relevant audited accounts) may be assessed by reference to the most recently submitted Quarterly Monitoring Return (QMR) made by the run-off managers to Lloyd's for the syndicate for the relevant years of account. Run off payments shall be collected via ARCS in July 2023.

4. Capacity Markets

Market Charge	2023 rate	Calculation basis
Approval of capacity offer by means of announced auction offer	£2,400	Flat fee
Approval of formal capacity offer	£6,250	
Approval of conversion scheme (with inter-availability)	£12,000	

All charges are exempt from VAT. An additional fee may be charged to an applicant or, where applicable, a sponsor, to cover, for example:

- additional costs incurred in processing particularly complex schemes, especially where features not directly necessary to the scheme are included; and
- the reimbursement of any external legal (or other professional) fees incurred by Lloyd's in developing a particular scheme.

5. Treasury services

Market Charge	2023 rate	Calculation basis
Commingled investment accounts	8.5bp	Assets Under Management
Currency Conversion Service (CCS)	5bp	Per transaction
FX execution service	Up to 5bp	Per transaction
Investment of overseas regulatory deposits	8.5bp	Assets Under Management

Services provided by Lloyd's Treasury and Investment Management (LTIM):

Commingled investment accounts: Market assets are effectively pooled into 3 single accounts in order to deliver efficiency and economies of scale for the market. Accounts include CAD regulated, CAD non-regulated and CAD (USD denominated) regulated. Agents tend to use these for convenience as individual agent balances in CAD do not warrant fully fledged investment mandates

Currency Conversion Service (CCS): Agents sign up to this service which effectively pools and nets all foreign exchange movements for participating agents allowing us to transact on an aggregate basis whilst meeting individual agent FX needs.

FX execution service: LTIM also offers FX trade execution on-demand.

Investment of overseas regulatory deposits: LTIM manages these investment portfolios on behalf of the market, as is required by overseas regulators. The Corporation currently has eleven of these funds plus the ASL deposits.

6. Schedule 3 Information

Market Charge	2023 rate	Maximum fee	
Overall Premium Limit for member per syndicate participation	£15,000,001 or greater	£150	£4,475
	£10,000,001 to £15,000,000	£125	£3,700
	£5,000,001 to £10,000,000	£90	£2,625
	£2,000,001 to £5,000,000	£50	£1,550
	£2,000,000 or less	£50	£1,025
	Members participating on run-off years of account only (i.e. have stayed open having reached 36 months of existence under Lloyd's three-year accounting policy)	£50	£1,025

Corporate members of Lloyd's are required to prepare their accounts in accordance with Schedule 3 of the Large and Medium-sized Companies and Groups (Accounts and Reports) Regulations 2008. The Central Finance department offers a central facility to provide corporate members with the data that they need in order to be able to prepare their accounts in accordance with Schedule 3.

Each corporate member that wishes to subscribe to this service is required to pay a fee as prescribed under the Syndicate Accounting Byelaw (No. 8 of 2005) as amended. This fee is calculated by reference to the highest overall premium limit (OPL) of the corporate member concerned and number of syndicates (disregarding syndicate years of account for this purpose) in which the corporate member participates. OPL is defined as the highest OPL written for any year of account within the last three years of account.

7. Trust Fund Levies

Market Charge	2023 rate	Calculation basis
Australian Trust Fund	£165,050	Annual flat fee (recovered quarterly) in local currency
Canadian Margin Fund	£51,000	
Credit for Reinsurance and Surplus Lines Trust Fund	£34,900	
Illinois Trust Fund	£51,000	
Kentucky Trust Fund	£68,650	
South African Trust Fund	£52,200	

Trust Fund Levies are recovered quarterly in arrears split between three elements:

1. Lloyd's Treasury and Investment Management Fees.
2. Central Finance Management Fees
3. Custodian Fees (charged by Trustees)

The fees are apportioned across the quarter end Market value of the relevant Trust Fund.

8. Tax services

Market Charge	2023 rate	Calculation basis	
Syndicate Charges	Premium tax charges (main syndicates only)	£20,000	Flat fee
	Syndicate UK tax returns	£500	
	Certificate of UK Tax Residence	£1,000	

Market Charge		2023 rate			Calculation basis
		IND	CORP	DCP	
Member Charges	US (incl. income and excise taxes, FATCA)	£750	£1,000	£10,000	Flat fee
	Canada	£250	£250	£3,500	
	Singapore	£250	£250	£3,500	
	UK tax advices (incl. CTA1/2, foreign tax schedules, etc.)	£250			
	Third Party Funding Providers	£100			
	Japan	£250	£250	£3,500	
	Country by Country Reporting	£1,000			
	US Controlled Foreign Corporations reports (only affected members)	£750			
	LLP / SLP charge for 2nd and each further partner	£500			

- Any charges for work commissioned directly with LAS Tax Consulting LLC in relation (e.g.) to quota share policies or other issues affecting a member's US tax return and billed to Lloyd's will continue to be on-charged to the relevant member in addition to any of the above charges.
- Where other third party costs are incurred, for example, in providing additional services such as dealing with change of ownership, Reinsurance adjustments and calculation of potential tax liabilities for release of FAL, these will be charged to the member concerned.
- Where a member of managing agent raises an ad hoc query which requires an investigation, or where an error is identified resulting in the need to re-file a tax return, work undertaken by Lloyd's will be charged at £120 per hour

9. Member Services

Market Charge		2023 rate			Calculation basis
		IND	CORP	DCP	
Member charges	Trustee / Regulatory Services (see description below)	£515	£2,800	£13,900	Flat fee
	Third Party FAL Providers (TPFP) (see description below)	£200			per TPFP
	Interavailable Recipient Monitoring Charge – open participation (see description below)	N/A	£500		per donor
	Interavailable Recipient Monitoring Charge – last participation closed at 31/12/2021 (see description below)	N/A	£1,500		per finalised donor
	Interavailable Recipient Monitoring Charge – arrangement not ended within 2years of closure of last participation (see description below)	N/A	£2,500		per finalised donor
	Citibank Holding Charge (see description below)	£5,000 where value held in Citibank > £10m			Flat fee
	Cash Service Charge (see description below)	Up to 0.14%			cash held

Market Charge		2023 rate	Calculation basis
Member Application & Corporate Member Changes	Complex issues* (see description below)	£120	per hour
	Corporate Member Application – Non Private Capital	£52,000	per application
	Corporate Member Application – Private Capital – Simple	£5,250	per application
	Corporate Member Application – Private Capital – Complex	£10,500	per application
	Change of Control Application – Simple	£1,050	per application
	Change of Control Application – Complex	£5,250	per application
	Approval of New Third Party Funding Provider – Simple (known entity)	£520	per TFPF
	Approval of Third Party Funding Provider – Simple (new entity)	£2,600	per TFPF
	Approval of Third Party Funding Provider – Complex (new entity)	£10,500	per TFPF
	Recommencement of Underwriting – Simple	£5,250	Flat fee
	Recommencement of Underwriting – Complex	£10,500	Flat fee
	Extension/Late/Breach/Non-submission fee incl. Declaration of Compliance, PTF trustees	£520	Flat fee
Syndicate Charges	Results & Stamp Processing – Simple (Aligned)	£5,150	per syndicate
	Results & Stamp Processing – Complex (Spread)*	£15,450	per syndicate
	Auction – buy/sell capacity	0.06%	per successful bid
	Provision of systems to members' agents	Up to £50,000	per members' agent, dependent on number of members
Corporate Interavailable FAL	Corporate groups seeking to consolidate and make their individual corporate members' FAL interavailable	£5,500	Per ceasing member subject to a maximum of £50,000 per corporate group

Member Services charges members and agents for admitting new members and third-party funding providers, changes of control within corporate members, maintaining FAL and distribution of profits. Member Services is working on a transformation project which will deliver process efficiencies and improve the way we operate. A review of the charging structure will be carried out during 2023, to be effective from January 2024.

The descriptions of the 2023 market charges are set out below:

Trustee / Regulatory Services: Services for members underwriting on the current year, or with open participation or whose last remaining participation was closed at previous year-end.

Third Party FAL Providers (TFPF): Administration of a Third Party providing Funds at Lloyd's (FAL).

Corporate interavailable FAL: Corporate groups may wish to rationalise their Lloyd's operations and reduce the number of underwriting subsidiaries. Lloyd's has developed a mechanism and the documentation to deal with the provision of Funds at Lloyd's to support both the business being run-off by the ceasing corporate members and the increased level of underwriting by the continuing corporate member.

Interavailable Recipient Monitoring Charges: Charges for administration of FAL made interavailable to Corporate Member, where the donor has open participation, where the

donors last remaining participation was closed at 31 December 2021 or where the donor has failed to end their interavailable arrangement within two years of the closure of their last remaining participation, as required by M&URs.

Citibank Holding Charge: Charge for holding securities in Citibank, where the value held in Citibank exceeds £10m as at 1 January 2023.

Cash service Charge: Charge for administration of cash held. Subject to reduction to avoid negative return to members.

Complex issues: Complex/bespoke/rework transactions (including giving effect to compulsory drawdowns where required), investigation of proposals outside the scope of existing trust, regulatory and policy obligations. Dependent on level of seniority involved.

- Where third party costs are incurred by Member Services in providing a service, these will be charged to the member concerned (e.g. bank charges for holding Euros).
- A member that commences underwriting mid-year will attract pro rata charges.
- Member Services may, at its discretion, reduce the application charges payable for the early submission of member applications (20% reduction) or where more than one member applies for membership with the same corporate structure (50% reduction).
- Certain charges are higher for more complex applications, or scenarios where more management time is necessary. Member Services can be contacted to discuss individual circumstances and to understand the charge that would be applicable. Definitions of complex and simple structures are also available on request.
- Where a Corporate Member Application is submitted, approved and subsequently withdrawn, 50% of the application fee will apply.
- For Corporate Member Applications seeking consent for an 'on the shelf' vehicle during non-peak periods (Jan-April, July-mid August), 20% of the application fee will apply to complete the first stage. The final balance of the application fee will be payable when the applicant completes the second stage.
- Where a Third Party Funding Provider (TPFP) is a partner of a LLP new member application, then the fee for the approval of the TPFP will be waived.
- Discounts noted above will only apply where applications are submitted fully completed, by the due date and do not require rework. . Any additional work carried out by Lloyd's where an error is identified resulting in the need to resubmit an application, will be charged at £120 per hour.

10. Complaint Handling Charges

Market Charge		2023 rate	Calculation basis
Complaints Handled by Lloyd's UK	New Complaint Administration	£250	Per complaint received direct by Lloyd's
	Additional fee for full investigation – Tier 1	£250	Claim reserve of £500 and under
	Additional fee for full investigation – Tier 2	£715	Claim reserve £501- £10,000 and all other matters
	Additional fee for full investigation – Tier 3	£1,100	Claim reserve of £10,000- £25,000
	Additional fee for full investigation – Tier 4	£1,470	Claim reserve above £25,001
	Issue Investigation Ongoing Letter (UK Only)	£75	Per letter issued
	Additional Administration Fee	£200	Per chase / failure to comply with requirements
	Automated Chase for Documentation / Information	£50	Per chase issued
	Oversight / handling of complaint escalated to EDR – no final response issued	£500	Per complaint escalated to EDR and Lloyd's have not issued a final response
	Oversight / handling of complaint escalated to EDR – final response issued	£150	Per complaint escalated to EDR and Lloyd's have issued a final response
Additional DOI Charges	DOI Extension Request	£250	Per DOI extension
	DOI Request for Information	£100	Per additional request for information
Failure to Meet Performance Metrics and other Systemic Issues		Up to £25,000	Flat fee
Financial Ombudsman Service	Recovery of UK Financial Ombudsman Service (FOS) case fee	FOS revises their case fee on the 1st April each year. 2022/2023 charge fixed at £750	
Complaints Handled by Lloyd's Australia	New Complaint Administration	A\$450	Per complaint received direct by Lloyd's
	Administration Fee for Complaint (AFCA/IFSO matters not resolved at Registration & Referral)	A\$450	Per complaint received direct by Lloyd's
	Administration Fee for Complaint (AFCA/IFSO matters resolved at Registration & Referral)	A\$200	Referrals resolved at the earliest possible stage
	Fee for full investigation – Tier 1	A\$450	Claim reserve of A\$900 and under
	Fee for full investigation – Tier 2	A\$1,250	Claim reserve of A\$901- A\$18,000 and all non-claim related issues
	Fee for full investigation – Tier 3	A\$1,950	Claim reserve of A\$18,001 – A\$45,000
	Fee for full investigation – Tier 4	A\$2,550	Claim reserve of above A\$45,001
	Additional Administration Fee	A\$360	Per chase/ failure to comply with requirements.
	Automated Chase for Documentation / Information	\$90	Per chase issued
	Systemic issue / Code breach investigation	\$1,000- \$3,000	Per issue / investigation
AFCA / IFSO	Recovery of AFCA User Charge	Variable	Recovered on same basis used by AFCA
	Australian AFCA and New Zealand IFSO case fee is payable by coverholder / DCA / managing agent	AFCA charges range from AU\$100 to AU\$13,300 dependent on the stage the matters resolve. Higher fees are charged for legacy complaints. IFSO charges approx. NZ\$1,800	

- The New Complaint Administration fee levied will be determined by the date the Complaint was received whereas all other charges will be determined by the date of the charge is levied.
- Any fees levied by external authorities (for example mediation fees levied by the authorities in the USA pursuant to the emergency statutes implemented in the wake of hurricanes) and collected via the Lloyd's Complaints teams will be paid by the Complaints teams and collected from the appropriate syndicates on a case by case basis.
- Complaints escalated to Lloyd's for a full review that relate to declined claims, may be based on the potential claim amount rather than the claim reserve.

11. Group Technology

Market charge		2023 rate	Calculation basis
Cabling Services	Installation of Cabling within the Lloyd's building	Manpower Hourly Rate Plus Materials	Per cable
	Fibre Optic Cable – Infrastructure Support & Rental	£967	Per Fibre Pair
	Block Wiring. Charge for use of BT block wiring to support private PBX's (price per pair)	£22	Per Pair
	Fibre Installation. One-off charge for provision of fibre to an U/W box or office	£502	Per Unit
Black Box Park (BBP1) Services	Black Box Park 1 (BBP1) Rack Space - 1 unit	£369	Per Unit
	BBP1 Lockable Rack Space - 10 units	£2,010	Per Unit
	BBP1 Lockable Rack Space - 20 units	£3,969	Per Unit
	BBP1 Floor Space	£7,836	Per Unit
	BBP1 Cross Connect installation (Meet Me)	£142	Per Unit
Voice Services	Installation of Voice Services	Manpower Hourly Rate	Per Unit
	Standard Extension Rental & Handset	£649	Per Extension
	Digital Telephone Handset Additional Rental	£143	Per Handset
	Digital Add-on Unit	£176	Per Handset
	Additional Telephone Socket Rental	£88	Per Socket
	Voicemail Rental	£125	Per Unit
	Fax / Modem Line Rental	£305	Per Line
	Support for IPT Infrastructure	£731	Per Unit
	Rental of an IP Conference Unit	£264	Per Unit
Other Services	TAROT VPN Branch to Branch	£2,291	Per Unit
	Maintenance (digital signage to LMA)	£324	Per Unit
	Media Player (DMP4400G)	£250	Per Unit

Lloyd's Group Technology will start the 2023 annual billing process in December 2022 by asking market firms to confirm their continuing requirement for managed infrastructure services. These services cover voice/telephone communications, associated cabling and

Black Box Park usage. Following agreement of customer requirements, invoices will be issued in January 2023.

Set-up Service Charges

Please note that the set-up of services will primarily be charged on a time and material basis. The manpower hourly rate charges in 2023 will be as follows; in hours £122, out of hours £164.

12. Corporate Real Estate

Market Charge		2023 rate	Customer	Calculation basis	Means of Collection
Room Rent	Charges for underwriting space on the Ground Floor to Gallery 3. This is charged on a net footprint area of the space occupied by underwriting boxes. 6 month break.	£555	G1,G2 &G3	per sq.ft.	Invoice. Annually in Advance
		£833	Ground		
Company Market Rent	Charges for Company Market leases on Gallery 2 to Gallery 3. This is charged on a net footprint area of the space occupied by underwriting boxes. New entrants pay additional 50% of first year annual rental.	£1,110	G2 & G3	per sq.ft.	Invoice. Quarterly in Advance
		Double Room Rent	Company Market		
Security Passes	The charge for security passes where applicable.	£32	Market wide	per pass	Invoice
		£105	Non-u/w working members		

13. Markets

Market Charge		2023 rate	Calculation basis
Admissions	Change in managing or members' agent Shareholding (below 10%)	£5,000	Per application
	Change in agent Shareholding (10% - 49.99%)	£20,000	
	Change in agent ownership (≥50%)	£50,000	
	Non – notification and retrospective application	£10,000	
	New Underwriting Agent	£300,000	
	New Syndicate	£200,000	
	New Syndicate in a Box	£100,000	
	New Special Purpose Arrangement	£75,000	
	Syndicate merger or Transfer of Management of a syndicate	£5,000	
	New Accredited Broker	£10,000	
	New Captive syndicate	£100,000	

- The new underwriting agent, syndicate, Syndicate in a Box or Special Purpose Arrangement application fee is payable when a proposal is to be presented to the Council or its designate for 'in principle' approval.
- Underwriting agent means managing or members' agent.
- Application fees are not refundable

Key contacts

Market Charges	Key Contact	Phone	Email
Members' Subscription, Overseas Operating Charges and Central Fund Contributions	Carolyn Smith	+44 1634 392 922	Carolyn.Smith@Lloyds.com
Syndicates in Run-off	Scott Gomes	+44 207 327 5117	Lloyds-MRD-ReturnQueries@lloyds.com
Capacity Markets	Paul Thornton	+44 207 327 6281	Paul.Thornton@Lloyds.com
Treasury & Investment Management (LTIM)	Tony Cullum	+44 207 327 6130	Tony.Cullum@Lloyds.com
Schedule 3 Information	Scott Gomes	+44 207 327 5117	Lloyds-MRD-ReturnQueries@lloyds.com
Tax Services	Ian Chidgey	+44 207 327 2393	Ian.Chidgey@Lloyds.com
Member Services	Nikki Hopper	+44 1634 392 780	Nikki.Hopper@Lloyds.com
Complaints - UK	Jenny Laverty	+44 1634 392 320	Jenny.Laverty@Lloyds.com
Complaints - Lloyd's Australia	Tracey Bryan	+61 (0)2 8298 0782	Tracey.Bryan@Lloyds.com
Group Technology	Diane Armstrong	+44 207 327 5427	Diane.Armstrong@Lloyds.com
Corporate Real Estate	Terry Blacker	+44 207 327 5081	Terry.Blacker@Lloyds.com
	Lucy Smithers	+44 207 327 5557	Lucy.Smithers@Lloyds.com
Markets	Nigel Williamson	+44 207 327 6415	Nigel.Williamson@Lloyds.com
	Peter Montanaro	+44 207 327 5971	Peter.Montanaro@Lloyds.com