

SUPERVISION MANUAL (AMENDMENT) INSTRUMENT 2026

Powers exercised

- A. The Financial Conduct Authority (“the FCA”) makes this instrument in the exercise of the following powers and related provisions in the Financial Services and Markets Act 2000 (“the Act”):
- (1) section 137A (The FCA’s general rules);
 - (2) section 137T (General supplementary powers); and
 - (3) section 139A (Power of the FCA to give guidance).
- B. The rule-making powers listed above are specified for the purpose of section 138G(2) (Rule-making instruments) of the Act.

Commencement

- C. This instrument comes into force on 1 June 2026.

Amendments to the Handbook

- D. The Glossary of definitions is amended in accordance with Annex A to this instrument.
- E. The Supervision manual (SUP) is amended in accordance with Annex B to this instrument.

Notes

- F. In Annex B to this instrument, the notes (indicated by ‘*Editor’s note:*’) are included for the convenience of readers but do not form part of the legislative text.

Citation

- G. This instrument may be cited as the Supervision Manual (Amendment) Instrument 2026.

By order of the Board
28 May 2026

Annex A

Amendments to the Glossary of definitions

Insert the following new definitions in the appropriate alphabetical position. All the text is new and is not underlined.

- | | |
|------------------------------------|--|
| <i>accounting reference period</i> | <ul style="list-style-type: none"> (1) (in relation to a <i>company</i> incorporated in the <i>United Kingdom</i> under the Companies Acts) the accounting reference period of that <i>company</i> determined in accordance with section 391 of the Companies Act 2006; (2) (in relation to any other body) its financial year. |
| <i>ring-fenced parent firm</i> | <p>a <i>ring-fenced body</i> in a <i>group</i> that:</p> <ul style="list-style-type: none"> (a) prepares group accounts under section 399 of the Companies Act 2006 relating to all the <i>ring-fenced bodies</i> in the <i>group</i>; and (b) does not have a <i>subsidiary undertaking</i> that prepares such group accounts. |
| <i>UK banking parent firm</i> | <p>a <i>firm</i> in a <i>group</i> that:</p> <ul style="list-style-type: none"> (a) prepares group accounts under section 399 of the Companies Act 2006 or section 72E of the Building Societies Act 1986 relating to all the <i>banks</i> and <i>building societies</i> in the <i>group</i>; and (b) does not have a <i>subsidiary undertaking</i> that prepares such group accounts. |

Annex B

Amendments to the Supervision manual (SUP)

In this Annex, underlining indicates new text, unless stated otherwise.

16 Reporting requirements

16.1 Application

...

Application of different sections of SUP 16 (excluding SUP 16.13, SUP 16.14A, SUP 16.15, SUP 16.22 and SUP 16.26)

16.1.3 R

(1) Section(s)	(2) Categories of firm to which section applies	(3) Applicable rules and guidance
...		
<i>SUP 16.32</i>

[*Editor's note:* The row describing SUP 16.33 is inserted by FCA 2026/6 and comes into force on 18 March 2027.]

<u><i>SUP 16.34</i></u>	<u><i>A firm which is a bank or building society within the scope of SUP 16.34.1R(1), or a ring-fenced parent firm or UK banking parent firm within the scope of SUP 16.34.1R(2).</i></u>	<u><i>Entire section</i></u>
...		

...

16.3 General provisions on reporting

...

Structure of the chapter

16.3.2 G This chapter has been split into the following sections, covering:

...

(27) access to cash reporting (*SUP* 16.32).

[Editor's note: Paragraph (28) is introduced by FCA 2026/6 and comes into force on 18 March 2027, at which point this editor's note will be deleted.]

(29) retail banking business models reporting (*SUP* 16.34).

...

Insert the following new section, *SUP* 16.34, after *SUP* 16.33 (Material third party arrangements register). The text is not underlined.

[Editor's note: *SUP* 16.33 is inserted by FCA 2026/6 and comes into force on 18 March 2027.]

16.34 Retail banking business models reporting

Application: who?

16.34.1 R This section applies to:

- (1) all *firms* listed in *SUP* 16.34.2R which:
 - (a) provided services to *retail customers* in the *United Kingdom* in the relevant *accounting reference period* referred to in *SUP* 16.34.12R(3);
 - (b) were required to submit an Annual Financial Crime Report in accordance with *SUP* 16.23 in respect of their last 3 *accounting reference periods*;
 - (c) reported at least 200,000 *customer* relationships in the *United Kingdom* in each of the Annual Financial Crime Reports submitted in respect of their last 3 *accounting reference periods*; and
 - (d) reported a total revenue of £5m or more at each of their last 3 *accounting reference dates*; and
- (2) *ring-fenced parent firms* and *UK banking parent firms* of the *firms* referred to in (1).

16.34.2 R *SUP* 16.34.1R(1) applies to the following types of *firm*:

- (1) *banks*; and
- (2) *building societies*.

16.34.3 G *SUP* 16.34.1R(1)(a) refers to *firms* that provided services. That does not include *firms* that offered products to *customers* which were provided by another *firm*. As an example, one *firm* (A) could help arrange for a *retail*

customer in the *United Kingdom* to open a bank account with another *firm* (B). That will mean B satisfies SUP 16.34.1R(1)(a) because it provided the account to the *customer*, but not that A does.

Purpose

- 16.34.4 G The purpose of this section is to require *firms* that provide banking services to *retail customers* to submit information on their, or their *group's*, business models in a standard format to the *FCA*. This information will inform the *FCA's* understanding of retail banking market dynamics in the interest of promoting effective competition.

Reporting requirement

- 16.34.5 R (1) Subject to (2) and (3), and SUP 16.34.7R(2) and (3), a *firm* must submit the Retail Banking Business Models Report containing:
- (a) the details specified in SUP 16 Annex 59.4R;
 - (b) the data points and information specified in SUP 16 Annex 59.5R to SUP 16 Annex 59.11R (Core Financial Data Request); and
 - (c) the documents, or parts of documents, specified in SUP 16 Annex 59.12R and the information specified in SUP 16 Annex 59.14R (Off-the-shelf Document Request).
- (2) In the Core Financial Data Request, a *firm* must:
- (a) provide relevant data that it holds or can obtain from other *firms* in its *group*;
 - (b) if it does not hold relevant data and cannot obtain it from other *firms* in its *group*, provide a reliable estimate of the data; or
 - (c) if it does not hold relevant data, cannot obtain it from other *firms* in its *group* and cannot provide a reliable estimate, not provide data.
- (3) In the Off-the-shelf Document Request, a *firm* is only required to provide documents, or parts of documents, which already exist and which:
- (a) it can provide without breaching a duty of confidentiality owed to a third party;
 - (b) it can provide without obtaining the consent of a third party that cannot reasonably be obtained; and
 - (c) it has not already provided to the *FCA*.

- 16.34.6 G A *firm* should only provide a reliable estimate of data (in accordance with SUP 16.34.5R(2)(b)) where data can be reasonably approximated using sound methodology, consistent assumptions and available evidence.

Firms within a group

- 16.34.7 R (1) Where a *firm* is a member of a *group*, the Retail Banking Business Models Report:
- (a) must be submitted by the *ring-fenced parent firm*, if there is one;
 - (b) if (a) does not apply, must be submitted by the *UK banking parent firm*, if there is one; or
 - (c) if (a) and (b) do not apply, may be submitted by any *firm* in the *group* on behalf of any other *firms* in the *group*.
- (2) If (1)(a) or (b) apply, SUP 16.34.5R(1) does not apply to any *firm* in the same *group* as the *ring-fenced parent firm* or *UK banking parent firm*.
- (3) If a report is submitted in accordance with (1)(c), SUP 16.34.5R(1) does not apply to any *firm* on behalf of which it is submitted.
- 16.34.8 R (1) This *rule* applies to a Retail Banking Business Models Report submitted by a *ring-fenced parent firm*.
- (2) The report must contain data, documents and information in respect of all the *ring-fenced bodies* in the *group* on an aggregated basis.
 - (3) For SUP 16 Annex 59.10R (wholesale funding) and SUP 16 Annex 59.11R (whole business), the report may also include data and information in respect of all the other entities included in the group accounts prepared by the *ring-fenced parent firm*, in which case (4) applies.
 - (4) When this paragraph applies, the data and information in SUP 16 Annex 59.10R or SUP 16 Annex 59.11R (as appropriate) must be provided on an aggregated basis in respect of all the entities included in the group accounts prepared by the *ring-fenced parent firm*.
- 16.34.9 R (1) This *rule* applies to a Retail Banking Business Models Report submitted by a *UK banking parent firm*.
- (2) The report must contain data, documents and information in respect of all the *firms* included in the group accounts prepared by the *UK banking parent firm* on an aggregated basis.
 - (3) For SUP 16 Annex 59.10R (wholesale funding) and SUP 16 Annex 59.11R (whole business), the report may also include data and

information in respect of all the other entities included in the group accounts prepared by the *UK banking parent firm*, in which case (4) applies.

- (4) When this paragraph applies, the data and information in *SUP 16 Annex 59.10R* or *SUP 16 Annex 59.11R* (as appropriate) must be provided on an aggregated basis in respect of all the entities included in the group accounts prepared by the *UK banking parent firm*.
- 16.34.10 R (1) This *rule* applies to a Retail Banking Business Models Report submitted by a *firm* in a *group* other than a *ring-fenced parent firm* or *UK banking parent firm*.
- (2) The report must contain data, documents and information in respect of the following on an aggregated basis:
- (a) all the *banks* and *building societies* in the *group* which do not have a *parent undertaking* that is a *bank* or *building society*; and
- (b) all the *subsidiary undertakings* of such *banks* and *building societies* which are *firms*.
- (3) Paragraph (4) applies if all the *firms* in (2) are included in group accounts prepared under section 399 of the Companies Act 2006 or section 72E of the Building Societies Act 1986.
- (4) For *SUP 16 Annex 59.10R* (wholesale funding) and *SUP 16 Annex 59.11R* (whole business), the report may also include data and information in respect of all the other entities included in the group accounts referred to in (3), in which case (5) applies.
- (5) When this paragraph applies, the data and information in *SUP 16 Annex 59.10R* or *SUP 16 Annex 59.11R* (as appropriate) must be provided on an aggregated basis in respect of all the entities included in the group accounts referred to in (3).
- 16.34.11 G (1) *SUP 16.34.7R(1)(a)* and (b) and (2) apply where a *group* contains a *ring-fenced parent firm* or *UK banking parent firm*. A single Retail Banking Business Models Report must be submitted by the *ring-fenced parent firm* or *UK banking parent firm* covering the *group* entities specified in *SUP 16.34.8R* or *SUP 16.34.9R*, including those that do not satisfy the criteria in *SUP 16.34.1R(1)*. The *ring-fenced parent firm* or *UK banking parent firm* is responsible for ensuring the report is submitted, and for its contents.
- (2) *SUP 16.34.7R(1)(c)* applies where a *group* does not contain a *ring-fenced parent firm* or *UK banking parent firm*. That provision, with *SUP 16.34.7R(3)*, means that a single Retail Banking Business Models Report may be submitted to satisfy the requirements of all *firms* in the *group*. The report can be submitted by the *firm* in the

group that is best placed to do so, whether or not it satisfies the criteria in *SUP* 16.34.1R(1). The *FCA* expects that *groups* will normally want to report in this way when *SUP* 16.34.7R(1)(a) and (b) do not apply. Nevertheless, the requirement to ensure the report is submitted, and responsibility for its contents, remain with each *firm* in the *group*.

- (3) *SUP* 16.34.10R sets out the information that must be provided where a *group* does not contain a *ring-fenced parent firm* or *UK banking parent firm*. This applies whether or not a single report is submitted for the *group*. Each report that is submitted must cover all the *banks* and *building societies* in the *group* and their subsidiary *firms*, including those that do not satisfy the criteria in *SUP* 16.34.1R(1).
- (4) The requirement to submit data in the Core Financial Data Request on an aggregated basis means that the data for each entity in respect of which the report is submitted must be added together and submitted as a single figure. The data must relate to the relevant *accounting reference period* for each entity, determined in accordance with *SUP* 16.34.12R(3). Different entities in the *group* may have different *accounting reference periods*.
- (5) *SUP* 16.34.8R(3), *SUP* 16.34.9R(3) and *SUP* 16.34.10R(4) apply to the ‘wholesale funding’ and ‘whole business’ sections of the Core Financial Data Request. They allow, but do not require, data and information to be submitted relating to all the entities included in the relevant group accounts. This should mean *firms* can use figures in those group accounts when submitting those sections of the request.

Frequency and timing of the Retail Banking Business Models Report

- 16.34.12 R (1) The Retail Banking Business Models Report must be submitted once each calendar year by the end of the last *business day* of November.
- (2) In the Core Financial Data Request, *firms* must submit data relating to the relevant *accounting reference period* referred to in (3).
 - (3) The relevant *accounting reference period* for the year a report is submitted (Y) is:
 - (a) that ending in Y if the *firm's accounting reference date* falls on or before 30 June; or
 - (b) that ending in the year before Y if the *firm's accounting reference date* falls after 30 June.
 - (4) In the Off-the-shelf Document request, unless otherwise specified, *firms* must submit the most up-to-date documents, or parts of documents, available on the date of submission (whether or not they relate to the relevant *accounting reference period* in (3)).

How to submit the Retail Banking Business Models Report

- 16.34.13 R The Retail Banking Business Models Report must be submitted online through the appropriate systems made available by the *FCA*.

Insert the following new Annexes, SUP 16 Annex 59 and SUP 16 Annex 60, after SUP 16 Annex 58 (Guidance notes for the Pensions Dashboard Service Firms – Half-Yearly Prudential Return). The text is not underlined.

16 Annex 59 Retail banking business models reporting data

- 16 Annex 59.1 G This annex belongs to *SUP* 16.34. It sets out the contents of the Retail Banking Business Models Report referred to in *SUP* 16.34.5R(1).

Terms used in this annex

- 16 Annex 59.2 R In this annex, the terms used in column (1) below have the meaning set out in column (2).

(1)	(2)
arranged overdraft	an overdraft that is preauthorised by the provider with an agreed limit.
asset finance	a credit arrangement that allows a customer to acquire the use of tangible assets (such as vehicles, machinery or equipment) without paying the full purchase price upfront.
ATM interchange income	income earned from ATM interchange fees.
ATM network direct costs	the direct costs of being part of an ATM network including site rental, equipment, servicing and staff costs, depreciation and amortisation. This does not include interchange costs.
average	(1) the average of a data point as calculated in accordance with the methodology used by the <i>firm</i> for its internal records and systems; or (2) if (1) does not apply, the average of a data point calculated as $(A + B)$ divided by 2, where: (a) A is the value of the data point at the start of the <i>accounting reference period</i> to which the report relates; and

	(b) B is the value of the data point at the end of the <i>accounting reference period</i> to which the report relates.
average account numbers	the average of the total number of accounts held with a <i>firm</i> . Each account held by a customer should be included in this calculation.
average assets under management	the average value of a <i>firm's</i> assets under management.
average balance	the average value of a <i>firm's</i> total book balance.
average credit risk-weighted assets (RWAs)	the average value of a <i>firm's exposure</i> adjusted by a risk weight that reflects the associated credit risk.
average total customer number	the average total number of unique customers. Where a customer used more than one product or account, the customer should only be counted once.
banking as a service income	income from providing licensed infrastructure, compliance frameworks and banking services (such as <i>payment services</i> , accepting deposits and lending application programming interfaces (APIs)) to other entities that are not in the same <i>group</i> .
basic current account	a payment account with basic features as defined in regulation 19(1) of the <i>Payment Accounts Regulations</i> .
benefit of funding	the value ascribed to a funding source in accordance with a <i>firm's</i> funds transfer pricing approach.
branch network direct costs	the direct costs of maintaining a branch network including property costs, equipment and branch staff costs, depreciation and amortisation.
business current account	an account held by a business customer which would be a retail current account if held by a consumer.
business customer	any customer that is not a consumer.

business savings account	a <i>savings account</i> held by a business customer.
buy-to-let mortgage	a <i>buy-to-let credit agreement</i> relating to a mortgage on a property.
card interchange income	income from interchange fees relating to debit or credit card transactions.
CET1 ratio	a <i>firm's common equity tier 1 capital</i> expressed as a percentage of its total risk-weighted assets.
commission income	income from <i>commission</i> .
communications and marketing costs	the direct costs of communications and marketing including switching incentives, sponsorship, staff costs, depreciation and amortisation.
compliance and regulation costs	the costs of complying with regulatory requirements including the payment of regulatory fees, staff costs, depreciation and amortisation.
consumer	a consumer as defined in regulation 2(1) of the <i>Payment Accounts Regulations</i> .
core product	a product referred to in <i>SUP 16 Annex 59.5R</i> to <i>SUP 16 Annex 59.9R</i> .
cost of funds	the cost of funding allocated through funds transfer pricing including interest rate risk transfer costs, liquidity term premium costs, costs of liquidity and any underpinning reference rates.
credit card	an account that allows the holder to use a credit card to borrow funds from the issuer up to a set limit to pay for goods and services.
credit operation costs	costs incurred in credit risk monitoring and recovery including the cost of underwriters and <i>credit risk assessments</i> , credit bureau costs, staff costs, depreciation and amortisation.
customer acquisition costs	operating costs associated with customer acquisition, including a <i>firm's</i> marketing spend and cost of sales.

customer service and support costs	costs relating to customer service activities including call centre costs, customer statement costs, postage costs, staff costs, depreciation and amortisation.
daily, monthly or annual charge income	income from daily, monthly or annual charges which is not recorded as gross interest income.
default charge income	income from charges to customers for failing to make a <i>repayment</i> when it is due.
early repayment charge income	income from charges to customers for making early <i>repayments</i> which is not recorded as gross interest income.
fixed-term savings accounts – 1 to 2 years	<i>fixed-term savings accounts</i> that have a term between 1 and 2 years, inclusive.
fixed-term savings accounts – over 2 years	<i>fixed-term savings accounts</i> that have a term exceeding 2 years.
gross interest income	interest, and other income treated as interest according to a <i>firm's</i> effective interest revenue recognition policy, earned through lending activities.
gross interest paid out	interest, and other expenses recognised as interest in a <i>firm's</i> effective interest recognition policy.
impairment charge	impairments from the recognition of credit losses, including expected credit losses.
initial fixed-rate mortgage	a mortgage in its initial period during which it has a promotional fixed interest rate, and after which it will become a non-SVR mortgage or SVR mortgage.
initial variable-rate mortgage	a mortgage in its initial period during which it has a promotional variable interest rate (eg, a discounted variable rate or tracker rate), and after which it will become a non-SVR mortgage or SVR mortgage.
instant-access savings account	a <i>savings account</i> without a fixed term or notice period for making a withdrawal.
insurance and other add-on fee income	income from insurance products and other add-on products.

international transaction income	fees and foreign exchange margin income from <i>foreign currency</i> transactions made by customers.
investment account	an account through which a customer can hold and transact in investments (eg, shares, bonds and funds), including a stocks and shares <i>ISA</i> .
investment costs	costs relating to business improvement, change or transformation that are expected to have long-term benefits including investment in IT and digital services, depreciation and amortisation.
invoice finance	a business lending arrangement where funds are advanced against the value of unpaid invoices.
IT running costs	business-as-usual information technology costs including staff costs, depreciation and amortisation. This does not include the costs of IT investment and transformation.
leverage ratio	a <i>firm's</i> tier 1 capital divided by the risk-weighted exposure amount referred to in Article 92(3)(a) of the <i>UK CRR</i> .
loan-to-value ratio (LTV)	the total amount of credit secured by a <i>property</i> (including outstanding balances and any senior liens) divided by the current value of the <i>property</i> .
motor finance	a <i>regulated credit agreement</i> which, in whole or part, finances the purchase of a motor vehicle.
net interest margin	a <i>firm's</i> net interest income divided by the value of its average interest-earning assets. The definition of 'average' above does not apply to this definition.
non-core product	a product offered to customers that is not referred to in <i>SUP 16 Annex 59.5R</i> to <i>SUP 16 Annex 59.9R</i> .
non-interest income	an aggregation of: (1) daily, monthly or annual charge income; (2) origination fee income;

	<p>(3) default charge income;</p> <p>(4) early repayment charge income;</p> <p>(5) insurance and other add-on fee income;</p> <p>(6) commission income;</p> <p>(7) card interchange income;</p> <p>(8) ATM interchange income;</p> <p>(9) international transaction income; and</p> <p>(10) other and unallocated non-interest income.</p>
non-SVR mortgage	a mortgage which is not an initial fixed-rate mortgage, initial variable-rate mortgage or SVR mortgage.
origination fee income	income from processing and setting up new loans, mortgages and other lending products which is not recorded as gross interest income.
other and unallocated non-interest income	<p>an aggregation of any income from sources other than interest:</p> <p>(1) which is not:</p> <ul style="list-style-type: none"> (a) daily, monthly or annual charge income; (b) origination fee income; (c) default charge income; (d) early repayment charge income; (e) insurance and other add-on fee income; (f) commission income; (g) card interchange income; (h) ATM interchange income; or (i) international transaction income; or <p>(2) which cannot be allocated to any category of non-interest income in (1).</p>
other business	any business that is not a small business.
other central function costs	staff and other costs of central functions not otherwise specified including human resources, treasury, finance, legal, risk, audit, depreciation and amortisation.

other property costs	leasing and other property costs relating to non-branch property, including head office and call centres. This includes related staff costs, depreciation and amortisation.
overdraft	an overdraft facility for a current account.
owner-occupied mortgage	a residential mortgage for a property occupied by the mortgage holder.
payments and cash handling costs	infrastructure and other costs relating to <i>payment systems</i> , settlement and clearing, cash handling and security. This includes related staff costs, depreciation and amortisation.
personal banking customer	a consumer that is not a wealth customer.
personal current account	a retail current account held by a personal banking customer.
personal investment account	an investment account held by a personal banking customer.
personal lending	lending provided to a personal banking customer.
personal savings account	a <i>savings account</i> , including an <i>ISA</i> , held by a personal banking customer.
primary personal current account	the personal current account into which a customer has their main income paid.
product and proposition costs	staff and other costs of teams involved in developing and maintaining financial products, including depreciation and amortisation.
property finance	small business lending that is secured on properties used for commercial purposes including commercial mortgages, bridging loans and development loans.
residential mortgage	a <i>regulated mortgage contract</i> or <i>buy-to-let credit agreement</i> for a residential property.
retail current account	a payment account, as defined in regulation 2(1) of the <i>Payment Accounts Regulations</i> , other than a current account mortgage.

rewards and packaged current account	a packaged current account that offers rewards or other benefits compared to a standard current account.
risk-weighted assets	a <i>firm's</i> risk-weighted exposure amount, determined in accordance with Article 92(3)(f) of the <i>UK CRR</i> .
secondary personal current account	a personal current account that is not the customer's primary personal current account.
secured loan	a loan that is backed by <i>collateral</i> or protected by a <i>guarantor</i> , excluding a mortgage.
small business	(1) any business the <i>firm</i> categorises as a small business; or (2) if (1) does not apply, any business with an annual turnover of up to £2m.
standard personal current account	personal current accounts offered to individuals for everyday banking that are not basic current accounts or rewards and packaged current accounts.
SVR mortgage	a mortgage whose interest rate is the <i>firm's</i> standard variable rate (SVR).
third-party fraud costs	costs resulting from third-party fraud including depreciation and amortisation.
tier 1 ratio	the sum of a <i>firm's</i> <i>common equity tier 1 capital</i> and <i>additional tier 1 capital</i> , expressed as a percentage of its total risk-weighted assets.
total capital ratio	the <i>own funds</i> of the <i>firm</i> expressed as a percentage of its total risk-weighted assets.
unarranged overdraft	an overdraft that is not preauthorised by the provider, including any unauthorised balance in excess of an arranged overdraft limit.
under 1 year notice savings account	a <i>savings account</i> with a notice period of less than 12 months for making a withdrawal.
unsecured loan	a loan that is not backed by <i>collateral</i> or protected by a <i>guarantor</i> .

wealth account	a retail current account, investment account or <i>savings account</i> that is only offered to wealth customers.
wealth customer	a consumer the <i>firm</i> offers banking products to because of their high level of wealth or affluence.
wealth lending	any lending products that are only offered to a <i>firm's</i> wealth customers.
weighted average LTV	a weighted average of the loan-to-value ratio calculated based on loan size. The definition of 'average' above does not apply to this definition.
wholesale bank loans and overdrafts	funding obtained from other <i>financial institutions</i> through bilateral or syndicated loan agreements, or overdrafts.
wholesale debt securities on issue	funding raised through the issuance of negotiable instruments such as bonds, notes or commercial paper to institutional investors.
wholesale funding	funding not obtained from consumer or business customer sources.
wholesale subordinated debt	long-term funding raised through instruments that rank below senior obligations in the event of liquidation or insolvency.

16 Annex 59.3 R Terms in italics in this annex have the meaning set out in the *Handbook Glossary*.

General

16 Annex 59.4 R The Retail Banking Business Models Report must include the *firm reference number* and *accounting reference date* of each *firm* in respect of which the report is submitted.

Core Financial Data Request: residential mortgages

16 Annex 59.5 R The Retail Banking Business Models Report must include:

- (1) whether any *firm* in respect of which the report is submitted offered to provide residential mortgages to *UK* customers during the period to which the report relates – if not, the *firm* is not required to provide any more data in this section of the report;

- (2) whether the *firm* holds, or can obtain or reliably estimate, any of the data points in (3) in respect of the provision of the following products to *UK* customers:
- (a) owner-occupied mortgages:
 - (i) initial fixed-rate mortgages;
 - (ii) initial variable-rate mortgages;
 - (iii) SVR mortgages;
 - (iv) non-SVR mortgages; and
 - (v) other owner-occupied mortgages; and
 - (b) buy-to-let mortgages:
 - (i) initial fixed-rate mortgages;
 - (ii) initial variable-rate mortgages;
 - (iii) SVR mortgages;
 - (iv) non-SVR mortgages; and
 - (v) other buy-to-let mortgages;
- (3) the following data points for each of the sub-products in (2)(a) and (b) in the indicated unit in respect of their provision to *UK* customers:
- (a) gross interest income (£);
 - (b) non-interest income (£);
 - (c) cost of funds (£);
 - (d) impairment charge (£);
 - (e) average balance (£);
 - (f) average credit RWAs (£);
 - (g) average account numbers (unit);
 - (h) weighted average LTV (%);
 - (i) daily, monthly or annual charge income (£);
 - (j) origination fee income (£);

- (k) default charge income (£);
 - (l) early repayment charge income (£);
 - (m) insurance and other add-on fee income (£); and
 - (n) commission income (£);
- (4) for each data point in (3), the aggregate of any amount the *firm* cannot allocate to a sub-product in (2)(a) or (b);
 - (5) whether any data points in (3) were estimated, and the methodology used in making any estimates; and
 - (6) for each data point in (3) the *firm* does not provide, confirmation that it either:
 - (a) did not offer the sub-product to which the data point relates; or
 - (b) does not hold the data, cannot obtain it from other *firms* in its *group* and cannot reliably estimate it.

Core Financial Data Request: personal banking

16 Annex
59.6

R The Retail Banking Business Models Report must include:

- (1) whether any *firm* in respect of which the report is submitted offered to provide personal current accounts, personal savings accounts or personal investment accounts to *UK* customers during the period to which the report relates – if not, the *firm* is not required to provide any more data in this section of the report;
- (2) whether the *firm* holds, or can obtain or reliably estimate, any of the data points in (3) in respect of the provision of the following products to *UK* customers:
 - (a) personal current accounts:
 - (i) standard personal current accounts;
 - (ii) rewards and packaged current accounts;
 - (iii) basic current accounts; and
 - (iv) other personal current accounts;
 - (b) primary and secondary personal current accounts:
 - (i) primary personal current accounts; and

- (ii) secondary personal current accounts;
 - (c) personal current account overdrafts:
 - (i) arranged overdrafts; and
 - (ii) unarranged overdrafts;
 - (d) personal savings accounts:
 - (i) instant-access savings accounts;
 - (ii) under 1 year notice savings accounts;
 - (iii) fixed-term savings accounts – 1 to 2 years;
 - (iv) fixed-term savings accounts – over 2 years; and
 - (v) other personal savings accounts;
 - (e) wealth accounts; and
 - (f) personal investment accounts:
 - (i) stocks and shares *ISAs*; and
 - (ii) other investment accounts;
- (3)
- (a) the following data points for each of the sub-products in (2)(a) in the indicated unit in respect of their provision to *UK* customers:
 - (i) gross interest paid out (£);
 - (ii) non-interest income (£);
 - (iii) benefit of funding (£);
 - (iv) average account numbers (unit);
 - (v) average balance (£);
 - (vi) daily, monthly or annual charge income (£);
 - (vii) card interchange income (£);
 - (viii) ATM interchange income (£);
 - (ix) insurance and other add-on fee income (£);

- (x) commission income (£); and
 - (xi) international transaction income (£);
- (b) the following data point for each of the sub-products in (2)(b) in the indicated unit in respect of their provision to *UK* customers:
- (i) average account numbers (unit);
- (c) the following data points for each of the sub-products in (2)(c) in the indicated unit in respect of their provision to *UK* customers:
- (i) gross interest income (£);
 - (ii) non-interest income (£);
 - (iii) cost of funds (£);
 - (iv) average account numbers (unit);
 - (v) impairment charge (£);
 - (vi) average balance (£);
 - (vii) average credit RWAs (£); and
 - (viii) default charge income (£);
- (d) the following data points for each of the sub-products in (2)(d) in the indicated unit in respect of their provision to *UK* customers:
- (i) gross interest paid out (£);
 - (ii) non-interest income (£);
 - (iii) benefit of funding (£);
 - (iv) average account numbers (unit); and
 - (v) average balance (£);
- (e) the following data points for the product in (2)(e) in the indicated unit in respect of its provision to *UK* customers:
- (i) gross interest paid out (£);
 - (ii) non-interest income (£);
 - (iii) benefit of funding (£);

- (iv) average account numbers (unit); and
- (v) average balance (£); and
- (f) the following data points for each of the sub-products in (2)(f) in the indicated unit in respect of their provision to *UK* customers:
 - (i) non-interest income (£);
 - (ii) average account numbers (unit); and
 - (iii) average assets under management (£);
- (4) the *firm's* average total customer number for consumers;
- (5) for each data point in (3)(a) to (d) and (f), the aggregate of any amount the *firm* cannot allocate to a sub-product in (2)(a) to (d) or (f);
- (6) whether any data points in (3) or (4) were estimated, and the methodology used in making any estimates; and
- (7) for each data point in (3) or (4) the *firm* does not provide, confirmation that it either:
 - (a) did not offer the product or sub-product to which the data relates; or
 - (b) does not hold it, cannot obtain it from other *firms* in its *group* and cannot reliably estimate it.

Core Financial Data Request: personal lending

16 Annex
59.7

R The Retail Banking Business Models Report must include:

- (1) whether any *firm* in respect of which the report is submitted offered to provide personal lending to *UK* customers during the period to which the report relates – if not, the *firm* is not required to provide any more data in this section of the report;
- (2) whether the *firm* holds, or can obtain or reliably estimate, any of the data points in (3) in respect of the provision of the following products to *UK* customers:
 - (a) credit cards;
 - (b) personal lending:
 - (i) secured loans; and

- (ii) unsecured loans;
 - (c) motor finance;
 - (d) wealth lending; and
 - (e) other personal lending;
- (3)
- (a) the following data points for the product in (2)(a) in the indicated unit in respect of its provision to *UK* customers:
 - (i) gross interest income (£);
 - (ii) non-interest income (£);
 - (iii) cost of funds (£);
 - (iv) average account numbers (unit);
 - (v) impairment charge (£);
 - (vi) average balance (£);
 - (vii) average credit RWAs (£);
 - (viii) daily, monthly or annual charge income (£);
 - (ix) card interchange income (£);
 - (x) ATM interchange income (£);
 - (xi) origination fee income (£);
 - (xii) default charge income (£);
 - (xiii) early repayment charge income (£);
 - (xiv) insurance and other add-on fee income (£);
 - (xv) commission income (£); and
 - (xvi) international transaction income (£);
 - (b) the following data points for each of the sub-products in (2)(b) in the indicated unit in respect of their provision to *UK* customers:
 - (i) gross interest income (£);
 - (ii) non-interest income (£);

- (iii) cost of funds (£);
 - (iv) average account numbers (unit);
 - (v) impairment charge (£);
 - (vi) average balance (£);
 - (vii) average credit RWAs (£);
 - (viii) daily, monthly or annual charge income (£);
 - (ix) origination fee income (£);
 - (x) default charge income (£);
 - (xi) early repayment charge income (£);
 - (xii) insurance and other add-on fee income (£); and
 - (xiii) commission income (£); and
- (c) the following data points for each of the products in (2)(c) to (e) in the indicated unit in respect of their provision to *UK* customers:
- (i) gross interest income (£);
 - (ii) non-interest income (£);
 - (iii) cost of funds (£);
 - (iv) average account numbers (unit);
 - (v) impairment charge (£);
 - (vi) average balance (£);
 - (vii) average credit RWAs (£);
 - (viii) daily, monthly or annual charge income (£);
 - (ix) origination fee income (£);
 - (x) default charge income (£);
 - (xi) early repayment charge income (£);
 - (xii) insurance and other add-on fee income (£); and
 - (xiii) commission income (£);

- (4) for each data point in (3)(b), the aggregate of any amount the *firm* cannot allocate to a sub-product in (2)(b);
- (5) whether any data points in (3) were estimated, and the methodology used in making any estimates; and
- (6) for each data point in (3) the *firm* does not provide, confirmation that it either:
 - (a) did not offer the product or sub-product to which the data point relates; or
 - (b) does not hold it, cannot obtain it from other *firms* in its *group* and cannot reliably estimate it.

Core Financial Data Request: small business banking

16 Annex 59.8 R The Retail Banking Business Models Report must include:

- (1) whether any *firm* in respect of which the report is submitted offered to provide lending, business current accounts or business savings accounts to *UK* customers that are small businesses during the period to which the report relates – if not, the *firm* is not required to provide any more data in this section of the report;
- (2) whether the *firm* holds, or can obtain or reliably estimate, any of the data points in (3) in respect of the provision of the following products to *UK* customers that are small businesses:
 - (a) lending to small businesses:
 - (i) asset finance;
 - (ii) invoice finance;
 - (iii) property finance;
 - (iv) term loans – secured loans;
 - (v) term loans – unsecured loans;
 - (vi) credit cards;
 - (vii) overdrafts; and
 - (viii) other lending to small businesses;
 - (b) business current accounts provided to small businesses; and
 - (c) business savings accounts provided to small businesses;

- (i) instant-access saving accounts;
 - (ii) under 1 year notice savings accounts;
 - (iii) fixed-term savings accounts – 1 to 2 years;
 - (iv) fixed-term savings accounts – over 2 years; and
 - (v) other small business savings accounts;
- (3)
- (a) the following data points for each of the sub-products in (2)(a) in the indicated unit in respect of their provision to *UK* customers that are small businesses:
 - (i) gross interest income (£);
 - (ii) non-interest income (£);
 - (iii) cost of funds (£);
 - (iv) average account numbers (unit);
 - (v) impairment charge (£);
 - (vi) average balance (£);
 - (vii) average credit RWAs (£);
 - (viii) daily, monthly or annual charge income (£);
 - (ix) origination fee income (£);
 - (x) default charge income (£);
 - (xi) early repayment charge income (£);
 - (xii) insurance and other add-on fee income (£); and
 - (xiii) commission income (£);
 - (b) the additional following data points for credit cards in the indicated unit in respect of their provision to *UK* customers that are small businesses:
 - (i) card interchange income (£);
 - (ii) ATM interchange income (£); and
 - (iii) international transaction income (£);

- (c) the following data points for the product in (2)(b) in the indicated unit in respect of its provision to *UK* customers that are small businesses:
- (i) gross interest paid out (£);
 - (ii) non-interest income (£);
 - (iii) benefit of funding (£);
 - (iv) average account numbers (unit);
 - (v) average balance (£);
 - (vi) daily, monthly or annual charge income (£);
 - (vii) card interchange income (£);
 - (viii) ATM interchange income (£);
 - (ix) insurance and other add-on fee income (£);
 - (x) commission income (£); and
 - (xi) international transaction income (£); and
- (d) the following data points for each of the sub-products in 2(c) in the indicated unit in respect of their provision to *UK* customers that are small businesses:
- (i) gross interest paid out (£);
 - (ii) non-interest income (£);
 - (iii) benefit of funding (£);
 - (iv) average account numbers (unit); and
 - (v) average balance (£);
- (4) the *firm's* average total customer number for small businesses;
- (5) the definition of 'small business' used by each *firm* in respect of which the report is submitted;
- (6) for each data point in (3)(a) and (d), the aggregate of any amount the *firm* cannot allocate to a sub-product in (2)(a) or (c);
- (7) whether any data points in (3) or (4) were estimated, and the methodology used in making any estimates; and

- (8) for each data point in (3) or (4) the *firm* does not provide, confirmation that it either:
 - (a) did not offer the product or sub-product to which the data point relates; or
 - (b) does not hold it, cannot obtain it from other *firms* in its *group* and cannot reliably estimate it.

Core Financial Data Request: other business banking

16 Annex
59.9

R The Retail Banking Business Models Report must include:

- (1) whether any *firm* in respect of which the report is submitted offered to provide lending, business current accounts or business savings accounts to *UK* customers that are other businesses during the period to which the report relates – if not, the *firm* is not required to provide any more data in this section of the report;
- (2) whether the *firm* holds, or can obtain or reliably estimate, any of the data points in (3) in respect of the provision of the following products to *UK* customers that are other businesses:
 - (a) lending to other businesses; and
 - (b) accounts provided to other businesses:
 - (i) business current accounts; and
 - (ii) business savings accounts;
- (3)
 - (a) the following data points for the product in (2)(a) in the indicated unit in respect of its provision to *UK* customers that are other businesses:
 - (i) gross interest income (£);
 - (ii) non-interest income (£);
 - (iii) costs of funds (£);
 - (iv) average account numbers (unit);
 - (v) impairment charge (£);
 - (vi) average balance (£); and
 - (vii) average credit RWAs (£); and

- (b) the following data points for each of the sub-products in (2)(b) in the indicated unit in respect of their provision to *UK* customers that are other businesses:
 - (i) gross interest paid out (£);
 - (ii) non-interest income (£);
 - (iii) benefit of funding (£);
 - (iv) average account numbers (unit); and
 - (v) average balance (£);
- (4) the *firm's* average total customer number for other businesses;
- (5) for each data point in (3)(b), the aggregate of any amount the *firm* cannot allocate to a sub-product in (2)(b);
- (6) whether any data points in (3) or (4) were estimated, and the methodology used in making any estimates; and
- (7) for each data point in (3) or (4) the *firm* does not provide, confirmation that it either:
 - (a) did not offer the product or sub-product to which the data point relates; or
 - (b) does not hold it, cannot obtain it from other *firms* in its *group* and cannot reliably estimate it.

Core Financial Data Request: wholesale funding

16 Annex
59.10

R The Retail Banking Business Models Report must include:

- (1) whether any *firm* in respect of which the report is submitted obtained wholesale funding during the period to which the report relates – if not, the *firm* is not required to provide any more data in this section of the report;
- (2) whether the *firm* holds, or can obtain or reliably estimate, any of the data points in (3) in respect of the following funding sources:
 - (a) bank loans and overdrafts;
 - (b) wholesale debt securities on issue;
 - (c) wholesale subordinated debt;
 - (d) funds received from the Bank of England; and

- (e) other wholesale funding sources;
- (3) the following data points for the funding sources in (2) in the indicated unit:
 - (a) gross interest paid out (£); and
 - (b) average balance (£);
- (4) for each data point in (3), the aggregate of any amount the *firm* cannot allocate to a funding source in (2);
- (5) whether any data points in (3) were estimated, and the methodology used in making any estimates; and
- (6) for each data point in (3) the *firm* does not provide, confirmation that it either:
 - (a) did not obtain the funding source to which the data point relates; or
 - (b) does not hold it, cannot obtain it from other *firms* in its *group* and cannot reliably estimate it.

Core Financial Data Request: whole business

16 Annex 59.11 R The Retail Banking Business Models Report must include:

- (1) the following data points in the indicated unit:
 - (a) operating costs (£):
 - (i) investment costs;
 - (ii) IT running costs;
 - (iii) payments and cash handling costs;
 - (iv) customer service and support costs;
 - (v) branch network direct costs;
 - (vi) ATM network direct costs;
 - (vii) communications and marketing costs;
 - (viii) compliance and regulation costs;
 - (ix) credit operation costs;
 - (x) product and proposition costs;

- (xi) other central function costs;
 - (xii) third-party fraud costs;
 - (xiii) other property costs; and
 - (xiv) other operating costs;
- (b) customer acquisition costs (£);
- (c) profit and loss (£):
- (i) gross interest income;
 - (ii) gross interest paid out;
 - (iii) fee and commission income;
 - (iv) fee and commission expenses;
 - (v) banking as a service income;
 - (vi) other operating income;
 - (vii) non-operating income from fair value adjustments, acquisitions, disposals, etc;
 - (viii) impairment charges;
 - (ix) total operating costs;
 - (x) non-operating costs;
 - (xi) exceptional, one-off items;
 - (xii) profit before tax;
 - (xiii) tax;
 - (xiv) minority interests; and
 - (xv) profit after tax;
- (d) balance sheet (£):
- (i) cash and balances at banks;
 - (ii) loans and advances to customers;
 - (iii) loans and advances to banks (including those based in other countries);

- (iv) other lending balances;
 - (v) property, plant and equipment;
 - (vi) intangible assets;
 - (vii) other assets;
 - (viii) total assets;
 - (ix) total customer deposits;
 - (x) deposits from banks (including those based in other countries);
 - (xi) wholesale funding;
 - (xii) other liabilities;
 - (xiii) total liabilities; and
 - (xiv) total equity;
- (e) risk-weighted assets (RWAs) (£):
- (i) average credit RWAs – from lending activities;
 - (ii) average other credit RWAs – from other credit exposure;
 - (iii) average operational RWAs; and
 - (iv) average other RWAs (eg, market risk); and
- (f) capital ratios (%):
- (i) CET1 ratio;
 - (ii) tier 1 ratio;
 - (iii) total capital ratio;
 - (iv) leverage ratio; and
 - (v) net interest margin (NIM);
- (2) whether any data points in (1) were estimated, and the methodology used in making any estimates; and
- (3) for each data point in (1) the *firm* does not provide, confirmation that it does not hold it, cannot obtain it from other *firms* in its *group* and cannot reliably estimate it.

Off-the-shelf Document Request

- 16 Annex 59.12 R The Retail Banking Business Models Report must include documents, or parts of documents, containing the below information in respect of the *firm's UK* customers:
- (1) what core products the *firm* offers;
 - (2) the core products launched or withdrawn by the *firm* during the *accounting reference period* to which the Core Financial Data Request relates, including:
 - (a) the status and timing of the relevant launch(es) or withdrawal(s);
 - (b) the *firm's* reasoning behind launching or withdrawing the product(s); and
 - (c) any analysis conducted on the impact of the launch(es) or withdrawal(s) on the *firm* (including its revenue) and the *firm's* customers;
 - (3) internal financial reporting information provided to the *firm's* senior management on the *firm's* overall financial performance;
 - (4) the *firm's* strategic plans for the business as a whole over at least the next 3 years in respect of:
 - (a) whether the *firm* has a strategic focus on one or more of the nations in the *United Kingdom* rather than the *United Kingdom* as a whole;
 - (b) significant investment or cost reduction programmes;
 - (c) significant changes to the *firm's* core product offering; and
 - (d) other changes that will significantly impact the *firm's* customers or operating model; and
 - (5) the following customer research carried out by, or on behalf of, the *firm*, during the *accounting reference period* to which the Core Financial Data Request relates, on the topics in SUP 16 Annex 59.13R:
 - (a) research in respect of individual core products and non-core products; or
 - (b) where the research in (a) is incorporated into strategic or higher-level research, that strategic or higher-level research.

- 16 Annex 59.13 R The topics referred to in *SUP* 16 Annex 59.12R(5) are:
- (1) who the *firm's* customers are, their circumstances, and any specific needs or preferences they have;
 - (2) uptake rates of products and services, segmented by delivery channel (eg, online, mobile app, telephone and in-branch);
 - (3) customer satisfaction levels and attitudes;
 - (4) factors that influence customers' choice of bank or financial services provider; and
 - (5) customers' future needs (eg, new or enhanced app features).
- 16 Annex 59.14 R If a document, or part of a document, referred to in *SUP* 16 Annex 59.12R is not provided, the Retail Banking Business Models Report must state whether that is because:
- (1) there is no document containing the relevant information;
 - (2) of a duty of confidentiality owed to a third party;
 - (3) the consent of a third party cannot reasonably be obtained; or
 - (4) it has already been provided to the *FCA*.

16 Annex 60G Guidance notes for completion of the Retail Banking Business Models Report

Introduction

1. These guidance notes relate to the Retail Banking Business Models Report containing the information set out in *SUP* 16 Annex 59. They aim to assist *firms* in completing and submitting that report.
2. The purpose of the Retail Banking Business Models Report is to inform the *FCA's* understanding of retail banking market dynamics in the interest of promoting effective competition.
3. Terms used in this annex have the same meaning as in *SUP* 16 Annex 59, and those in italics have the meaning set out in the *Handbook Glossary*.

Data items

4. There are 3 parts to the Retail Banking Business Model Report:
 - (a) information about the *firm(s)* to which the report relates;
 - (b) the 'Core Financial Data Request'; and

(c) the 'Off-the-shelf Document Request'.

Core Financial Data Request

5. Notes 6 to 22 relate specifically to the Core Financial Data Request.
6. All monetary values should be provided in sterling. Where relevant amounts are held in a currency other than sterling, the values should be converted into sterling using the closing spot exchange rate on the *accounting reference date* of the *accounting reference period* to which the report relates.
7. All monetary values should be reported in units and should not be rounded up.
8. Figures provided as a percentage should be entered in decimals (eg, 0.25 instead of 25%).
9. Values for balances and income should be entered as positive numbers unless a negative number is required for accounting reasons. *Firms* should explain the reason for any negative balance or income figures.
10. Values for costs and expenses should be entered as negative numbers unless a positive number is required for accounting reasons (for example, where there is net writeback or impairment). *Firms* should explain the reason for any positive costs or expenses figures.

Data points

11. *Firms* should have regard to the definitions and related guidance provided for the Core Financial Data Request when completing this section of the report. Subject to note 21 below, *firms* should interpret any terms not defined in accordance with their natural meanings.
12. The Core Financial Data Request is split into 7 sections covering:
 - (a) residential mortgages;
 - (b) personal banking;
 - (c) personal lending;
 - (d) small business banking;
 - (e) other business banking;
 - (f) wholesale funding; and
 - (g) whole business.
13. *Firms* are asked if any *firm* to which the report relates offered products in each of the first 5 sections. If they did not, the *firm* should indicate this

and will not be required to submit any further data in that section. Otherwise, the *firm* should indicate that they did and provide the specified data points.

14. *Firms* should only include data in respect of products they provided to customers themselves. They should not include data on products they offer to customers which are provided by another *firm*. As an example, one *firm* (A) could help arrange for a customer to open a bank account with another *firm* (B). Data on that bank account should only be included in B's report.
15. These sections ask *firms* about products provided to *UK* customers. This is not a defined term and we would expect *firms* to use a reasonable interpretation in line with their internal records and systems. *Firms* should, where possible, use a consistent definition over time to ensure the comparability of the data.
16. These sections each cover more than one product. For example, the 'residential mortgages' section covers two products: 'owner-occupied mortgages' and 'buy-to-let mortgages'. Both of these products are split into sub-products. For example, 'owner-occupied mortgages' is split into:
 - (a) initial fixed-rate mortgages;
 - (b) initial variable-rate mortgages;
 - (c) SVR mortgages;
 - (d) non-SVR mortgages; and
 - (e) other owner-occupied mortgages.
17. Where a product is split into sub-products, *firms* should provide data at the sub-product level. Where a product is not split into sub-products, *firms* should provide data at the product level.
18. *Firms* are asked to submit data at the product level or sub-product level as follows:
 - (a) If no *firm* to which the report relates offered the relevant product/sub-product, the *firm* should indicate that the data is not available and note that the relevant product/sub-product was not offered.
 - (b) If a *firm* to which the report relates did offer the relevant product/sub-product, the *firm* should only indicate it does not have data available if it is unable to provide all the *data elements* requested in relation to that product/sub-product.
 - (c) If the value of a *data element* is zero, this should be recorded as such. The *firm* should not say that the data is not available. That

will be the case where, for example, no non-interest income was earned on owner-occupied mortgages.

- (d) The effect of *SUP* 16.34.5R(2) is that where a *firm* cannot provide accurate data it should provide a reliable estimate where possible. If it is not possible for a *firm* to provide a reliable estimate, it should not provide data.
 - (e) If a *firm* can provide data for a product but cannot allocate any of it to the listed sub-products, this unallocated data should be submitted at the product level. For example, a *firm* may hold data on its ‘gross interest income’ for ‘owner occupied mortgages’ but only be able to split the data by sub-product for 3 of the 5 sub-products it provides. No ‘gross interest income’ data should be provided for the 2 other sub-products and the data relating to those 2 sub-products should be aggregated and submitted as unallocated ‘gross interest income’.
 - (f) If a *firm* holds data for any sub-products that are not listed under the relevant product, the *firm* should aggregate that data and submit it in response to the data point for ‘other’ sub-products.
19. In the 6th section, *firms* are asked if any *firm* to which the report relates obtained wholesale funding. If they did not, the *firm* should indicate this and will not be required to submit any further data in relation to this section. Otherwise, the *firm* should indicate that they did and provide the specified data points. *Firms* are asked to submit data at the funding source level and note 18(a) to (d) applies to this section as if references to offering the relevant product/sub-product are instead to obtaining the relevant funding source. If a *firm* cannot allocate any data to a funding source, it should be aggregated and recorded as unallocated. If a *firm* holds data for any wholesale funding sources that are not listed, the *firm* should aggregate that data and submit it in response to the data point for ‘other wholesale funding sources’. *Firms* in *groups* can submit data in this section corresponding to that in relevant group accounts.
20. In the 7th section, *firms* are asked to submit data relating to:
- (a) operating costs;
 - (b) customer acquisition costs;
 - (c) profit and loss;
 - (d) balance sheet;
 - (e) risk weighted assets; and
 - (f) capital ratios.
21. This is to get information on *firms*’ banking business as a whole. In this section, certain data points relating to a *firm*’s balance sheet and profit and loss data are not defined. We expect *firms* to interpret these *data elements*

in accordance with the applicable financial accounting reporting standards. *Firms* in *groups* can submit data in this section corresponding to that in relevant group accounts.

22. Where a *firm* has not provided a requested data point and not confirmed the reason, this will be shown as an error. *Firms* should resolve all errors before submitting the report.

Off-the-shelf Document Request

23. Notes 23 to 28 and the guidance table below relate specifically to the Off-the-shelf Document Request.
24. The Off-the-shelf Document Request asks *firms* to provide various documents, or parts of documents, that will help the *FCA* better understand *firms*' business models. As set out in *SUP* 16.34.5R(3), the *FCA* does not expect *firms* to produce new documents for this section. Where *firms* only provide part of a document, the extract should be understandable in isolation. The *firm* should also make sure that the rest of the document does not contain relevant information.
25. *SUP* 16.34.5R(3) also says a *firm* is not required to provide a document, or part of it, if it cannot do so without breaching a duty of confidentiality or obtaining a consent which cannot reasonably be obtained. A *firm* is also not required to provide documents, or parts of documents, it has previously provided to the *FCA*. If a *firm* does not provide a relevant document, or part of it, it must state the reason for not providing it.
26. The Off-the-shelf Document Request asks *firms* for information in respect of their *UK* customers. This is not a defined term and we would expect *firms* to use a reasonable interpretation in line with their internal records and systems. *Firms* should, where possible, use a consistent definition over time to ensure the comparability of the data.
27. *Firms* can upload several documents, or parts of documents, per request if the information sits across more than one source or if a report is being submitted on behalf of several *firms* in the same group. However, *firms* should not submit multiple documents, or parts of documents, containing the same information that do not contain other relevant information.

Nil responses

28. The *FCA* expects it to be very rare that a *firm* does not hold any documents that are responsive to a particular request. However, if this is the case, a *firm* should not upload any documents and must state that it does not hold any responsive documents.

Guidance for the response to individual requests

Request	Guidance
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<p>What core products the <i>firm</i> offers.</p>	<p><i>Firms</i> should provide documents that list the relevant products. The <i>FCA</i> does not expect <i>firms</i> to provide detailed information about the products they offer such as interest rates or the terms and conditions.</p>
<p>Internal financial reporting information provided to the <i>firm's</i> senior management on the <i>firm's</i> overall financial performance.</p>	<p>This could, for example, be contained in a <i>firm's</i> management accounts, Chief Finance Officer reports or committee papers.</p>
<p>The <i>firm's</i> strategic plans for the business as a whole over at least the next 3 years in respect of:</p> <ol style="list-style-type: none"> (1) whether the <i>firm</i> has a strategic focus on one or more of the nations in the <i>United Kingdom</i> rather than the <i>United Kingdom</i> as a whole; (2) significant investment or cost reduction programmes; (3) significant changes to the <i>firm's</i> core product offering; and (4) other changes that will significantly impact the <i>firm's</i> customers or operating model. 	<p>These should be high-level plans relating to how a <i>firm</i> intends to structure its business, rather than plans for specific products.</p> <p>The <i>FCA</i> would normally expect this information to be in a <i>firm's</i> short- or medium-term business plan.</p> <p>Whether a planned change is 'significant' will depend on the <i>firm</i>. <i>Firms</i> should assess significance in the context of their own business, but the <i>FCA</i> would expect the documents provided to cover investments, programmes or changes that will have a material strategic or financial impact on the <i>firm</i>.</p> <p>The <i>FCA</i> does not expect <i>firms</i> to provide detailed information on planned changes – eg, details of project plans or status updates.</p>