

2. Income Receivable

Income Levy

Section 57 BD of the Central Bank Act, 1942 as inserted by the Central Bank and Financial Services Authority of Ireland Act, 2004 provides for the payment of an income levy by Financial Service Providers to the Bureau on terms determined by the Financial Services Ombudsman's Council. The Central Bank Act, 1942 (Financial Services Ombudsman Council) Regulations, 2012 set the actual rate for the year ending 31 December 2013.

Bank Interest

Bank interest is the amount received and accrued by the Bureau on the deposit accounts. Interest earned on the pension bank accounts is not treated as Bureau income (see note 9).

Income for the period is as follows:

	2013	2012
	€	€
Insurance Firms	3,175,749	3,027,725
Banks	1,181,900	1,228,669
Credit Unions	532,429	533,756
Intermediaries	385,548	401,942
Stockbrokers	160,809	144,727
Bank Interest	36,899	56,666
Other	19,734	21,491
Total	5,493,068	5,414,976

3. Capital Account

	2013	2012
	€	€
Opening balance	393,917	426,168
Funds allocated to acquire fixed assets	148,340	44,090
Amortisation in line with depreciation	(125,088)	(76,341)
Transfer from/(to) Income and Expenditure account	23,252	(32,251)
Balance at 31 December	417,169	393,917

4. Administration Costs

	2013	2012
	€	€
Salaries and Staff Costs ¹	2,032,958	2,000,147
Legal Fees ²	1,018,990	1,440,709
External Case Handlers	994,533	924,018
Staff Pension Costs	435,033	426,485
Rent	199,334	170,600
Depreciation	125,088	76,341
Council Remuneration (Note 14)	87,750	84,600
Information Activities	78,991	85,003
Other Administration Costs ³	72,425	69,949
Stationery Costs	61,880	64,867
Memberships, Subscriptions and Communications	46,248	49,975
Maintenance	39,457	31,724
Contractors	39,070	38,629
Insurance	32,018	31,589
Staff Training	26,410	26,344
Recruitment	24,155	35,519
Cleaning	23,774	21,891
Conference and Travel	22,831	11,700
Other Staff Related Costs ⁴	17,478	17,861
External Audit	13,300	14,476
Internal Audit	10,406	10,427
Council Expenses	8,400	5,108
Bad Debts	7,275	23,251
Council Legal & Consultancy	-	6,673
Total	5,417,804	5,667,886