

### **What new products are available?**

*There are two new products available;  
Gap Data - A list of deaths registered between 1 January 2007 and 30 September 2008. Currently gap data is available for England and Wales and Scotland.*

*Back Data - Customers who did not join the scheme at the start will be offered a list of deaths registered in England and Wales and Scotland from the start of the scheme in September 2008 until their licences were signed.*

### **How much will the new products cost?**

*The gap data for England and Wales will be offered for a one off fee of £1000. The gap data for Scotland will be offered for a one off fee of £3500. The cost of the back data is £47 for each week of data provided for England and Wales and £38.46 for Scotland.*

### **What information do the new products contain?**

*The new products contain the same data items as that provided on the weekly file.*

### **If I decide to purchase either of the new products how will the data be sent to me?**

*The data will be provided in XML format on encrypted CD.*

### **I currently receive my weekly data by SFTP. Can I receive the new products via the same method?**

*No. We will only be providing the data on encrypted CD.*

### **Will Northern Ireland Gap data be made available at some point and if so what will the charges be?**

*At present it is not cost effective for Northern Ireland to extract the gap data. It is planned that the data will be available in the future, at which point a fee will be announced.*

### **Why has it taken so long to implement these new products?**

*The approval process for agreeing the level of fee with the relevant parties as well as other issues taking priority delayed the process.*

### **Are the new products available to non licence holders?**

*No they are only available to licence holders*

**Why are the fees for the England and Wales gap and back data cheaper than that already paid by existing customers?**

*Fees are calculated to ensure full cost recovery and do not include development costs.*

**What is the basis of the charges?**

*Fees are calculated to ensure full cost recovery and are/will be reviewed on an annual basis.*

**Will the two new product fees change next year or are they fixed for 4 years?**

*Fees are subject to an annual review and are calculated to ensure full cost recovery therefore they may vary from year to year.*

**It appears that existing customers who have been in the scheme from the start are subsidising new products? Is this the case?**

*No. Fees are calculated to ensure full cost recovery. In the case of the two new products, for ease of administration GRO decided to keep these separate from the existing fees which includes development costs.*

**Why have I had to pay 4K for last month's data whilst someone new joining the scheme this month only has to pay £200 for the same data?**

*The older the data the less its value. For ease of administering the new products we made a decision to allocate the same costs for every month rather than e.g. varying the cost depending on age.*

**Why are the charges for the new products so low?**

*See above*

**Why is the cost of gap data more expensive in Scotland?**

*The annual cost of the data in Scotland is £2k, calculated on a cost recovery basis. The cost of the additional data is calculated in the same way, on a pro-*

*rata basis. Any additional data has to be compiled afresh to ensure that it is current - so the work involved is similar to that of compiling new data.*

**Why doesn't the current DDRI fee cover the cost of these new products?**

*Additional resources are required to provide these new services which are subject to cost recovery.*

**Will the DDRI charges change next April when the 4 year cost recovery period is reached?**

*Fees are reviewed annually and once set up costs are recovered a reduction in fee will be considered.*