

JFSC service report Q1 2026



Jersey
Financial
Services
Commission

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Welcome to our third quarterly service report, providing data and insights into JFSC services that support and enable businesses in Jersey.

Service excellence is a key feature of our 2026–2030 Strategy. As part of this, we have committed to publishing our performance against service level agreements each quarter.

This report provides transparency around those areas of our service that are frequently used by industry and support the competitiveness and growth of Jersey as an international finance centre. The service level agreements are focused on facilitating speed to market and a positive user experience. The data for Q1 2026 shows improved performance across most areas compared to the same period last year, including during the busiest quarter for Registry services during the Annual Confirmation period. While performance has strengthened, we recognise there are still areas where further improvement is needed. We will continue to provide updates on service improvements through industry engagement and our regular communications.

We will be launching our next industry survey later this year. More information will be shared on our website. We encourage users of our services to provide feedback so we can continue to prioritise changes and improvements.

Regulatory services			
Service level agreement	Q1 2025 Performance	Q1 2026 Performance	Commentary
Personal questionnaires relating to existing licensed entities processed within 30 working days	170 applications, 81.2% within SLA	177 applications, 92.1% within SLA	<ul style="list-style-type: none">• on average, application processing times reduced from 20 working days in Q1 2025 to 10 working days• volumes remained broadly consistent, while the proportion of applications processed within the service standard increased from 81.2% to 92.1%• this improvement reflects changes to processing arrangements that have increased efficiency, particularly for cases where Key and Principal Persons had previously received approval
Jersey private funds applications processed in 24 hours	30 applications, 93.3% within SLA	34 applications, 91.2% within SLA	<ul style="list-style-type: none">• 31 of 34 applications met the 24-hour SLA
Anti-money laundering service provider online forms processed in 5 working days	130 applications, 93.1% within SLA	116 applications, 98.3% within SLA	<ul style="list-style-type: none">• 114 of 116 applications granted within five working days• on average, applications took two working days to complete

Registry services

Service level agreement	Q1 2025 performance	Q1 2026 performance	Commentary
Incorporations and registration of new companies processed within agreed timeframe	829 registrations submitted, 70% overall processed within SLA	771 registrations submitted, 86% overall processed within SLA	<ul style="list-style-type: none"> • there are improvements in the volume of submissions meeting SLA across all service types vs Q1 2025 with 2 day and 5 day incorporations above our target of 90%
	Priority – 2 hours		
	57% within SLA	70% within SLA	
	Priority – 1 day		
	68% within SLA	86% within SLA	
	Standard – 2 days		
	79% within SLA	96% within SLA	
	Standard – 3 days		
	78% within SLA	84% within SLA	
Standard – 5 days			
82% within SLA	92% within SLA		
New business names registered within 2 working days	94% within SLA	92% within SLA	<ul style="list-style-type: none"> • we are maintaining our target SLA and saw an increase in volumes of business name registrations from 132 in Q1 2025 to 172 in Q1 2026
Post-incorporation submissions processed within 2 working days	4,575 post-incorporation submissions received, 83% processed within SLA	4,299 post-incorporation submissions received, 96% processed within SLA	<ul style="list-style-type: none"> • there have been slightly lower volumes year on year and significant improvement in SLAs across all post incorporation services.

Service improvements in focus: **Registry Annual Confirmation period and changes to beneficial owner thresholds collected on company incorporation**

Quarter 1 represents the busiest period for the Registry Division, as we process over 38,500 annual confirmation statements within the statutory filing window between 1 January and 28 February. During this period, 97.6% of annual confirmations were completed, alongside the continued processing of business-as-usual submissions. This reflects both the significant seasonal increase in workload and our continued focus on maintaining service delivery standards across all core Registry services.

As part of our Competitiveness Programme, we also introduced changes that reduce friction and make it easier for trust and corporate service providers to meet their regulatory responsibilities.

From 31 March, the beneficial ownership threshold collected on company incorporation rose to 25%, cutting routine admin for low-risk incorporations.