

# JFSC service report

## Q4 2025



Jersey  
Financial  
Services  
Commission

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Welcome to our end of year service report for 2025. Service excellence continues to guide how we work and how we communicate.

Throughout this year we have focused on improving the consistency and quality of our regulatory and registry services, and we remain committed to sharing our performance openly.

This report shows how we performed against our service level agreements for the final quarter of the year. These measures focus on the areas that matter most to industry, including speed to market and the experience of using our services. You will also find a summary of the improvements we introduced during 2025, such as new digital forms, faster processing for myProfile applications and changes to our online processes that support recent policy updates. These changes help to reduce turnaround times, improve accuracy and make our services easier to use.

The Q4 data reflects meaningful progress, especially within our registry services, although we know there is more we need to do. We are continuing to improve our systems and processes so that we can provide a more efficient and reliable service. Further updates are planned for early 2026 that will help us respond more quickly to applications from Principal and Key Persons.

## Regulatory services

Service level agreement	Q4 2025 performance <sup>1</sup>	Q4 2024 performance	Commentary
Personal questionnaires processed within <b>30 working days</b>	273 applications, <b>72%</b> within SLA	308 applications, <b>65%</b> within SLA	<ul style="list-style-type: none"> <li>on average, applications took us 25 days to complete</li> <li>93% of applications related to existing licensed entities were completed within SLA and took on average 11 days to complete</li> <li>in Q1, we will be deploying internal enhancements to improve efficiency and speed of no objection for those Key and Principal Persons who have previously received a letter of no objection</li> </ul>
<b>Jersey private funds</b> applications processed in <b>24 hours</b>	40 applications, <b>95%</b> within SLA	26 applications, <b>81%</b> within 24 Hour SLA	<ul style="list-style-type: none"> <li>38 of the 40 applications met the 24-hour SLA</li> </ul>
<b>Anti-money laundering service provider online forms</b> processed in <b>5 working days</b>	88 applications, <b>99%</b> within SLA	161 applications, <b>90%</b> within SLA	<ul style="list-style-type: none"> <li>87 out of 88 applications granted within five working days</li> <li>on average, applications took us two working days to complete</li> </ul>

Registry services			
Service level agreement	Q4 2025 performance	Q4 2024 performance	Commentary
<b>Incorporations and registration of new companies</b> processed within agreed timeframe	<b>855 registrations submitted, 84% overall processed within SLA</b>	<b>57%</b> overall within SLA	<ul style="list-style-type: none"> <li>material improvements across all SLA types, with four out of our five services meeting SLA more than 80% of the time</li> <li>December finished very positively with 92% overall processed within SLA</li> </ul>
	<b>Priority – 2 hours</b>		<ul style="list-style-type: none"> <li>overall volume of submissions for Q4 was up slightly, a 6% increase from Q4 2024</li> <li>this is in line with the annual 14% increase in submissions for 2025</li> </ul>
	<b>75% within SLA</b>	<b>42% overall within SLA</b>	<ul style="list-style-type: none"> <li>Q4 saw a reduction in the 2-hour priority submissions following the spike in Q3 volumes</li> <li>we saw improved processing times with 75% meeting SLA</li> </ul>
	<b>Priority – 1 day</b>		<ul style="list-style-type: none"> <li>this follows a series of outreach meetings and industry communications on what types of submission should apply for this service, with high risk factors requiring longer service times</li> </ul>
	<b>85% within SLA</b>	<b>54% within SLA</b>	
	<b>Standard – 2 days</b>		
	<b>88% within SLA</b>	<b>65% within SLA</b>	
	<b>Standard – 3 days</b>		
	<b>81% within SLA</b>	<b>68% within SLA</b>	
<b>New business names</b> registered within <b>2 working days</b>	<b>95% within SLA</b>	<b>75% within SLA</b>	
	<b>96% within SLA</b>	<b>98% within SLA</b>	<ul style="list-style-type: none"> <li>volumes continue to increase YoY with an additional 30% more business name registrations in Q4</li> <li>the service remains steady with 96% of submissions being processed within SLA</li> </ul>
<b>Post-incorporation submissions</b> processed within <b>2 working days</b>	3,421 post-incorporation submissions received, <b>94% processed within SLA</b>	<b>76% within SLA</b>	<ul style="list-style-type: none"> <li>processing times have materially improved YoY</li> <li>our high-volume submissions for Update Associated Parties (96%) and changes to Address and Special Resolutions (94%) regularly met SLAs</li> </ul>

<sup>1</sup>A green rating applies to 90% or higher achievement of the SLA, amber to 70%-89% achievement, and red to 69% and below.

# Service improvements in focus: end of year round-up

We're pleased to include a summary of highlights in this end-of-year service report.

## **Three new forms on myJFSC**

To support the digitalisation of Special Purpose Vehicle applications, the following forms can now be completed on myJFSC:

- Checklist for Securities Issuers by Jersey Companies
- Memorandum for Compliance (for prospectus circulation under the Companies (General Provisions) (Jersey) Order 2002)
- Checklist for the Circulation of Offers in Jersey (for securities originating outside Jersey)

By digitalising these forms, we reduced processing time per application, increasing data accuracy, and providing a better user experience for industry. These forms were previously paper-based.

## **Straight-through processing of myProfile applications**

This initiative forms part of a broader suite of changes to improve efficiency and enhance speed to market for regulated businesses.

Enhancements to the myProfile application form process accelerated the approval process for Principal and Key Persons who already hold a role, reducing turnaround time for issuing 'no objection' letters.

We estimate that 60% of applications will be eligible for straight-through processing, saving us 270 hours per year.

## **Changes to our AMLSP Legal Arrangement form**

We have made amendments to enable both a limited partnership and its general partner to apply for registration via a single form, removing the need for separate applications and reducing fees by 50%.

## **Updating our portal forms in line with the Sound Business Policy changes**

As part of our ongoing commitment to supporting the Government of Jersey's Competitiveness Programme, we implemented operational updates to our portals to reflect changes in the Sound Business Policy. This ensures our operations remain consistent and reliable with policy changes.