JFSC service report Q2 2026

Jersey
Financial
Services
Commission

JFSC service report **Q2 2026**

The quarterly service report provides data and insights into the JFSC services that support and enable businesses in Jersey.

Delivering excellent service is a key part of our 2026–2030 Strategy. We are committed to publishing our performance against service level agreements.

The data for Q2 2026 shows strong performance across both regulatory and registry services, with improvements in all areas compared with the same period last year.

Several services, including company incorporations and post-incorporation submissions, achieved their highest performance to date. Regulatory application processing times also continued to improve. These results reflect our ongoing focus on service excellence and the benefits of process improvements across the organisation.

We have updated our examinations process to provide a more streamlined and secure way for industry and examiners to exchange information through the myJFSC platform. This has improved visibility, reduced admin work, and strengthened security.

We will keep working with industry, listening to feedback, and sharing regular updates on the changes we make to support a more efficient and effective user experience.

Regulatory services

Service level agreement	Q2 2025 Performance	Q2 2026 Performance	Commentary
Personal questionnaires relating to existing licensed entities processed within 30 working days	289 applications, **79%** within SLA	201 applications, **95%** within the SLA	Following sustained improvements in performance, 95% of Personal Questionnaires were processed within the 30-working-day service standard. As a result, and to reflect the efficiencies delivered through process enhancements, the service standard has been reduced from 30 to 20 working days, so applicants now receive a faster service and will be reported on this basis from Q3 onwards.
Jersey private funds applications processed in 24 hours	31 applications, **71%** within SLA	22 applications, **95%** within SLA	21 of the 22 applications met the 24-hour SLA.
Anti-money laundering service provider online forms processed in 5 working days	186 applications, **89%** within SLA	87 applications, **97%** within SLA	Performance continued to improve, with 97% of Anti-Money Laundering Service Provider applications processed within the 5-working-day SLA in Q2 2026, compared with 89% in Q2 2025.

Service level agreement	Q2 2025 performance	Q2 2026 performance	Commentary
Incorporations and registration of new companies processed within agreed timeframe	708 registrations submitted, **59%** processed within SLA	731 registrations submitted, **90%** processed within SLA	Overall SLA achievement increased from 59% to 90% Year on Year (YoY), representing the strongest quarterly performance to date. Improvements reflected across all SLA types compared with Q2 2025, despite a slight increase in submission volumes. Four of the five incorporation services achieved SLA performance above 90%. Priority – 2 Hours achieved 79%, marking the lowest rate in the quarter, but the highest achievement on record for that specific service. Priority – 1 Day service improved dramatically from 53% to 91% YoY. Standard – 3 Day incorporations achieved 100% SLA attainment for the first time, with Standard – 2 Day incorporations achieving 97%.
	Priority – 2 hours		
	44% within SLA	**79%** within SLA	
	Priority – 1 day		
	53% within SLA	**91%** within SLA	
	Standard – 2 days		
	61% within SLA	**97%** within SLA	
	Standard – 3 days		
	81% within SLA	**100%** within SLA	
	Standard – 5 days		
	79% within SLA	**95%** within SLA	
New business names registered within 2 working days	**96%** within SLA	**98%** within SLA	SLA achievement increased 2% YoY, despite a 19% increase in submission volumes. The service continues to perform consistently above target levels whilst accommodating increased demand.
Post-incorporation submissions processed within 2 working days	2,778 Post incorporations submissions received, **77%** processed within SLA	2,453 post incorporation submissions received, **94%** processed within SLA	SLA achievement improved 21% compared with Q2 2025, aided by a 12% reduction in volume YoY. Although overall performance was marginally lower than Q1 2026, service levels remain consistently high across the majority of post-incorporation filing types.

Service improvements in focus: **Examinations service updates**

We have improved the examination process to make it simpler, clearer, and more secure for industry and our examiners. You can now view and access documents you have uploaded directly through the myJFSC platform. This gives better visibility of information during an examination.

Examiners can also upload questions and information requests to the platform, so you can securely access and download them without using email.

The use of a single platform for the exchange of examination information has reduced administrative effort, strengthened security, and improved the overall user experience for both entities and examiners.