



Jersey
Financial
Services
Commission

Service report

Q3 2026



Services in Q3 2026

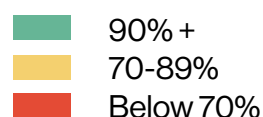
Our Q3 service report, provides data and insights into services that support and enable businesses in Jersey. Delivering excellent service is a key part of our 2026–2030 Strategy. We are committed to publishing our performance against service level agreements.

Service performance remained strong in Q3, with most regulatory and registry services meeting or exceeding their targets. Full service level agreement (SLA) achievement was recorded for both Jersey private fund applications and Financial Services (Jersey) Law applications, while anti-money laundering service provider forms continued to perform strongly at 97%. SLA achievement for non-profit organisation applications rose significantly from 63% to 93% compared with the previous quarter.

Registry services also delivered robust results. Overall incorporation performance increased from 90% to 94%, marking the strongest quarterly SLA achievement on record. All five incorporation service categories achieved at least 90% performance for the first time, and post-incorporation submissions and business name registrations remained consistently above target.

A new 20 working day SLA for personal questionnaires was introduced during the quarter, replacing the previous 30-day standard. Although this change lowered reported SLA achievement, it supports faster turnaround times for industry and demonstrates our continued commitment to improving service delivery.

Our performance is reported against the previous quarter and measured by these performance targets.



Regulatory services

Service level agreement	Quarter 2	Quarter 3	Commentary
Personal questionnaires processed within 20 working days	201 applications, 95% within the SLA. Against the previous 30-day SLA.	139 applications, 86% within SLA	A new 20 working day SLA was introduced during the quarter, reducing the previous target of 30 working days. While performance against the revised target was 86%, the change enables quicker turnaround times for industry.
Jersey private funds (JPF) applications processed in 24 hours	22 applications, 95% within SLA	15 applications, 100% within SLA	All 15 Jersey private fund applications were processed within the 24-hours achieving 100% SLA performance during the quarter.
Anti-money laundering service provider online forms processed in 5 working days	87 applications, 97% within SLA	104 applications, 97% within SLA	Overall service level performance remained strong, with 97% of applications approved within 5 working days.
Financial Services (Jersey) Law applications (11 licensing services with SLAs ranging from 5 to 20 working days)	31 applications, 90% within SLA	22 applications, 100% within SLA	All Financial Services (Jersey) Law FSJL applications were processed within their applicable service standards, achieving 100% SLA performance across all licensing services
Prescribed non-profit organisation (NPO): 10 working days Nonprescribed NPO: 5 working days	8 applications, 63% within SLA	14 applications, 93% within SLA	SLA performance improved significantly from 63% to 93%, with 13 of 14 applications processed within target. Application volumes also increased during the quarter, reflecting continued demand from the non-profit sector.

Registry services

Service level agreement	Quarter 2	Quarter 3	Commentary
Incorporations and registration of new companies processed within agreed timeframe	731 registrations submitted, 90% processed within SLA	786 registrations submitted, 94% processed within SLA	Incorporation service performance improved from 90% to 94%, our strongest quarterly service level achievement.
2-hour priority	79% within SLA	90% within SLA	All five incorporation service categories achieved at least 90% performance for the first time, making this our strongest result to date. Our priority 2-hour service improved from 79% to 90%.
1 day priority	91% within SLA	93% within SLA	
Standard 2 day	97% within SLA	92% within SLA	
Standard 3 day	100% within SLA	100% within SLA	
Standard 5 day	95% within SLA	99% within SLA	
New business names registered within two working days	98% within SLA	98% within SLA	Service level achievement remained consistently high at 98%.
Post-incorporation submissions processed within two working days	2,453 post incorporation submissions received, 94% processed within SLA	2,635 post incorporation submissions received, 95% processed within SLA	Service level achievement increased slightly from 94% to 95%. Submission volumes also rose by 7%, reflecting steady growth in activity levels.

Services improvement in focus

Trust company businesses

Application activity has grown significantly over the past 12 months, with 9 new unaffiliated licences granted and a further 4 applications now at an advanced stage. This represents a marked increase on previous years, where around two unaffiliated applications were typically received annually. The rise reflects interest from a broad mix of locally led businesses, established family offices, and overseas trust and corporate service providers.





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