

# JFSC service report Q3 2025



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.

Our performance is reported against the same period last year, supplemented by year-to-date trends.

Overall, service performance is showing sustained improvement compared to the same period last year and the earlier part of 2025. Notably, this service improvement has happened alongside a 28% increase in demand for Registry services.

As noted in the commentary, some instances of SLA non-adherence were due to the complexity of the requests, which necessitated some clarification or enhanced assessments. Encouragingly, these occasions are few, and performance remained positive.

Our focus is on maintaining this positive trend and continuing to strengthen and enhance internal processes and the guidance we provide. We remain committed to improving our effectiveness and providing transparency to our stakeholders on our progress.

Regulatory services			
Service level agreement	Q3 2025 performance	Q3 2024 performance	Commentary
Personal questionnaires processed within <b>30 working days</b>	309 applications, <b>84%</b> within SLA	197 applications, <b>70%</b> within SLA	<ul style="list-style-type: none"><li>on average, applications took us 21 days to complete</li><li>a number of PQs did require further information from applicants or third parties which can take longer than 30 days to complete</li><li>our internal improvement steps are paying dividends as we have removed, on average, four days from this process compared to Q2 2025</li></ul>
<b>Jersey private funds</b> applications processed in <b>24 hours</b>	14 applications, <b>93%</b> within SLA	31 applications, <b>77%</b> within 24 Hour SLA	<ul style="list-style-type: none"><li>in Q3, following the announcement of the removal of the 50-offer cap, we moved to a 24-hour SLA</li><li>13 of the 14 applications met the 24-hour SLA</li></ul>
<b>Anti-money laundering service provider online forms</b> processed in <b>5 working days</b>	96 applications, <b>92%</b> within SLA	N/A	<ul style="list-style-type: none"><li>88 out of 96 applications were granted within five working days</li><li>on average, applications took us three working days to complete</li><li>the eight applications that took us longer than five days to complete required further correspondence with applicants in relation to higher risk and other relevant factors</li></ul>

Registry services			
Service level agreement	Q3 2025 performance	Q3 2024 performance	Commentary
<b>Incorporations and registration of new companies</b> processed within agreed timeframe	874 registrations submitted, <b>80%</b> overall processed within SLA	<b>72%</b> within SLA	<ul style="list-style-type: none"><li>• improvements across all SLA types, with three out of our five services meeting SLA more than 90% of the time, and four services achieving SLA 80% of the time</li><li>• 28% increase in the volume of submissions YoY across all SLA types</li><li>• there was a spike in two-hour submissions with a 140% increase in the September period YoY</li></ul> <p>*We are still seeing many submitted with high risk factors which we cannot process within the two-hour window.</p> <p>To help us process your submission more efficiently, please ensure your submission meets the requirements for a two-hour turnaround.</p> <p>To support industry new guidance has been issued on associated parties.</p>
	Priority – two hours*		
	<b>61%</b> within SLA	<b>57%</b> within SLA	
	Priority – one day		
	<b>80%</b> within SLA	<b>67%</b> within SLA	
	Standard – two days		
	<b>94%</b> within SLA	<b>84%</b> within SLA	
	Standard – three days		
	<b>96%</b> within SLA	<b>83%</b> within SLA	
	Standard – five days		
	<b>92%</b> within SLA	<b>82%</b> within SLA	
<b>New business names</b> registered within <b>2 working days</b>	<b>96%</b> within SLA	<b>90.4%</b> within SLA	<ul style="list-style-type: none"><li>• despite a 24% increase in volumes YoY, the service remains steady with 96% of submissions processed within SLA</li></ul>
<b>Post-incorporation submissions</b> processed within <b>2 working days</b>	3094 post incorporation submissions received, <b>96%</b> processed within SLA	3383 post incorporation submissions received, <b>87%</b> processed within SLA	<ul style="list-style-type: none"><li>• processing times improved across most services YoY</li><li>• our high volume submissions for updates to associated parties (99%) and changes to address and special resolutions (97%) regularly meet SLA</li></ul>