

Guide to workbook question changes

1 Introduction

- 1.1 As referenced in our [updates to our supervisory risk data collection — Jersey Financial Services Commission](#) published on 27 September 2024, we have added additional questions relating to complaints and [Sound Business Practice Policy](#) activity to our supervisory risk data collection exercise. These are shown in Table 1.
- 1.2 Additionally, there are also three questions that have been slightly amended to collect more specific information. These are shown in Table 2.

2 Table 1 – additional questions

Workbook	Question Number	Question
Footprint (non-Schedule 2)	F8	Breakdown of total complaints detailed in F8 categorised into the following complaint categories: F8 (a) Poor administration, including customer service F8 (b) Customer due diligence process F8 (c) Fees/charges F8 (d) Mis-selling/unsuitable advice F8 (e) Withdrawal/refusal of services F8 (f) Fraud F8 (g) Non-payment of claim F8 (h) Transaction error F8 (i) Other
Accountants	BB15	Number of clients that carry out any activity listed in Table 2 of the Sound Business Practice Policy (a) Activity 1 (b) Activity 2 (c) Activity 3 (d) Activity 4 (e) Activity 5 (f) Activity 6 (g) Activity 7 (h) Activity 8 (i) Activity 9 (j) Activity 10 (k) Activity 11
Casinos	DB19	
Deposit-takers	J15(c)	
Estate Agents	CB18	
FSB	W1(f)	
IB	OA17(a), (b) & (c), OB17(a) & (b) OC17(a) & (b) OD17	
Insurance Business	INSB16	

Workbook	Question Number	Question
Lawyers	AB16	
Lenders	EB15	
MSB	GB22	
VASPs	VCB19	

3 Table 2 – amended questions

Workbook	Question Number	Question
Footprint	C4	<p>Previously:</p> <p>Value of funds or other assets frozen under the Jersey sanctions regime</p> <p>Amended question:</p> <p>C4(a) Value of all funds or other assets frozen under the Jersey sanctions regime</p> <p>C4(b) Value if any new funds or other assets frozen under the Jersey sanctions regime</p>
TCB Regulated NPO	9(a) & 9(b)	<p>Previously:</p> <p>9(a) Does the NPO operate in any currency other than Sterling (British Pounds)?</p> <p>9(b) If yes, which currencies?</p> <p>Amended question:</p> <p>9(a) What currency does the NPO operate in?</p> <p>9(b) - removed</p>

Workbook	Question Number	Question
LPA Jersey Companies	JFC9	<p><i>Previously:</i></p> <p>How many non-Jersey incorporated companies receive the following services from you, or any participating members?</p> <ul style="list-style-type: none"> (a) Company secretary only (b) Director only (c) Company secretary and director (d) Other <p><i>Amended question:</i></p> <p>How many non-Jersey incorporated companies receive the following services from you, or any participating members?</p> <ul style="list-style-type: none"> (a) Company secretary only (b) Director only (c) Company secretary and director (d) Administration office (e) Correspondence address (f) Other

Workbook	Question Number	Question
TCB regulated NPO	21	<p>Previously:</p> <p>What payment methods does the NPO use outside of Jersey?</p> <p>21(a) Cash</p> <p>21(b) Hawala</p> <p>21(c) Mobile money</p> <p>21(d) Money remitter</p> <p>21(e) MoneyGram</p> <p>21(f) Preloaded cards</p> <p>21(g) Virtual assets</p> <p>21(h) Other (please provide details)</p> <p>Amended question:</p> <p>What payment methods does the NPO use outside of Jersey?</p> <p>21(a) Cash</p> <p>21(b) Hawala</p> <p>21(c) Mobile money</p> <p>21(d) Money remitter</p> <p>21(e) Preloaded cards</p> <p>21(f) Virtual assets</p> <p>21(g) Bank transfer</p> <p>21(h) Other (please provide details)</p>