

JFSC service report Q2 2025



Jersey
Financial
Services
Commission

JFSC service report Q2 2025

Welcome to our second quarterly service report, highlighting key data and insights into the 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 remains mixed, with some areas declining year-on-year. As noted in the commentary, rising volumes and increased submission complexity required enhanced assessments, affecting SLA adherence in some areas.

Encouragingly, performance improved later in the quarter, and we aim to maintain this momentum.

Our focus is clear: We will continue to strengthen and enhance internal processes and the guidance we provide.

Openness and accountability are critical. While this is not the quarterly performance we hoped to share, we are committed to improving our effectiveness and will continue to be transparent with our stakeholders.

Regulatory services			
Service level agreement	Q2 2025 performance ¹	Q2 2024 performance	Commentary
Personal questionnaires processed within 30 working days	289 applications, 73% within SLA	248 applications, 77% within SLA	<ul style="list-style-type: none">on average, applications took us 25 days to completea volume did require further information from applicants or third parties which can take longer than 30 days to completework has begun to improve our processes to increase operational efficiency
Jersey private funds applications processed in 48 hours		18 applications, 94% within SLA	<ul style="list-style-type: none">in Q2, 7 applications included higher-risk activities that required manual review and outreach to the applicants, resulting in these applications taking longer than 48 hours to complete23 of the 24 applications which met assessment rules were completed within 48 hours
Anti-money laundering service provider online forms processed in 5 working days		N/A	<ul style="list-style-type: none">in Q2 we received a significant increase in applications compared to the 130 received in the previous quarteron average, applications took us 3 working days to completethe majority of the 21 applications which took us longer than 5 days to complete required further correspondence with applicants in relation to higher risk and other relevant factors

Registry services			
Service level agreement	Q2 2025 performance	Q2 2024 performance	Commentary
Incorporations and registration of new companies processed within agreed timeframe	708 registrations submitted, 59% overall processed within SLA	73% overall within SLA	<ul style="list-style-type: none">• Q2 finished on a positive trend with 71% of June submissions meeting the SLA, but overall, it was a challenging quarter with only 59% all submissions hitting their SLA• this low attainment is primarily on the priority tiers as the SLA on 3 - 5 Day submissions reached an average of 79% on target• overall volumes remained flat YoY however priority tier: 1 day submission volumes increased significantly by 56%• priority submissions for companies (2 hours and 1 day) continue to make up the majority of all submissions (56% in Q2 2025) and return rates remain high for these tiers at 84%• to support trust company service providers new guidance was issued in June with support on how to avoid common errors in submissions• enhanced company incorporation guidance was issued on 14th July
	Priority – 2 hours		
	44% within SLA	56% overall within SLA	
	Priority – 1 day		
	53% within SLA	72% within SLA	
	Standard – 2 days		
	61% within SLA	89% within SLA	
	Standard – 3 days		
	81% within SLA	90% within SLA	
	Standard – 5 days		
	79% within SLA	81% within SLA	
New business names registered within 2 working days	96% within SLA	98% within SLA	<ul style="list-style-type: none">• slight increase in Q2 volumes of new names registered in 2025, still achieving the SLA target
Post-incorporation submissions processed within 2 working days	2,778 post incorporation submissions received, 77% processed within SLA	73% within SLA	<ul style="list-style-type: none">• there was an improvement across all submission types, with 77% meeting the SLAs vs the same period in 2024• the majority of submissions relate to special resolutions tasks which met their target SLA 85% in Q2 2025• the volume of post-incorporations submissions in Q1 2025 was 14% higher than in Q1 2024, which impacted SLA achievement• June finished on a strong upward trend of 93% meeting SLA targets

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