

Service Standard	Measures	Q4	Q1	Q2	Q3 2025/26	LQ determinati on time Q2 (days)	Median determinati on time Q2 (days)	UQ determinati on time Q2 (days)								
		2024/25	2025/26	2025/26												
R1.1a Approved Person – SM&CR related To process an application for 'approved person status for an application submitted by an authorised firm under the Senior Manager and Certification Regime	Cases closed	1505	1405	1366	1198	9	16	29								
	New target	Cases closed past deadlin	N/A	N/A	N/A				64							
	95% within 2 months	Result	-	-	-				94.7%							
	Old target	Cases closed past deadlin	13	3	6				4							
R1.1ai Approved Person – AR related To process an application for 'approved person' status for an application submitted by an authorised firm under the Appointed Representative regime	Cases closed	1740	1331	1686	1545	14	29	38								
	New target	Cases closed past deadlin	N/A	N/A	N/A				59							
	95% within 2 months	Result	-	-	-				96.2%							
	Old target	Cases closed past deadlin	22	18	4				7							
A1.1 New Firm Authorisation To process a complete application for Part 4A Permission	Cases closed	348	292	279	291	91	128	187								
	New target	Cases closed past deadlin	N/A	N/A	N/A				28							
	95% within 4/10 months for complete/incomplete	Result	-	-	-				90.4%							
	Old target	Cases closed past deadlin	14	6	3				9							
A1.1 New Firm Authorisation Consumer Investments	Result	-	-	-	61.5%	153	237	360								
	A1.1 New Firm Authorisation Credit and Lending – Limited Permission	Result	-	-	-				100%	85	103	130				
		A1.1 New Firm Authorisation Credit and Lending – Other	Result	-	-				-				83.6%	102	156	224
			A1.1 New Firm Authorisation Insurance	Result	-				-				-			
A1.1 New Firm Authorisation Wholesale				Result	-	-	-	91.7%	117				153			
	Cases closed			280	274	316	310	27		56	113					
	New target	Cases closed past deadlin		N/A	N/A	N/A	11									
	95% within 4/10 months for complete/incomplete	Result	-	-	-	96.5%										
Old target	Cases closed past deadlin	7	3	3	3											
R5.1 Variation of Permission Consumer Investments	Result	-	-	-	94.5%	37	59	111								
	R5.1 Variation of Permission Credit and Lending – Limited Permission	Result	-	-	-				95.8%	32	44	96				
		R5.1 Variation of Permission Credit and Lending – Other	Result	-	-				-				97.5%	25	50	114
			R5.1 Variation of Permission Insurance	Result	-				-				-			
R5.1 Variation of Permission Wholesale				Result	-	-	-	96.0%	16				37			
	Cases closed			302	251	290	315	17		43	67					
	100% within 60 working days	Cases closed past deadlin		0	0	0	0									
	Result	100%	100%	100%	100%											
A1.2.3/4MLD To process money laundering registration under the 3MLD/4MLD directives	Cases closed	56	84	70	64	24	44		79							
	95% within 45 calendar days†	Cases closed past deadlin	1	11	0			1								
	Result	98.2%	86.9%	100%	98.4%											
	A1.3 SMLD To process money laundering registration under the 5MLD directive	Cases closed	9	9	3			3		175	221	354				
95% within 3 months for a complete application		Cases closed past deadlin	1	0	0	0										
Result		88.9%	100%	100%	100%											
PS1-4 Payment Services & E-Money Authorisations To process a complete application for authorisation/registration under the PSRs 2017/EMRs 2011		Cases closed	37	38	39	43	113	175	238							
	New target	Cases closed past deadlin	N/A	N/A	N/A	12										
	95% within 3/10 months	Result	-	-	-	72.1%										
	Old target	Cases closed past deadlin	1	1	0	1										
PS5-8 Payment Services & E-Money Authorisations To process a complete application for variation of authorisation/registration under the PSRs 2017/EMRs 2011	Result	97.3%	97.4%	100%	97.7%	53	113	184								
	Cases closed	10	6	4	10											
	New target	Cases closed past deadlin	N/A	N/A	N/A				1							
	95% within 3/10 months	Result	-	-	-				90.0%							
PS9 Payment Service Agents To process a complete application for a variation of authorisation under the EMRs 2011	Old target	Cases closed past deadlin	0	0	0	0	0	0	2							
	98% within 6/12 months	Result	100%	100%	100%	100%										
	Cases closed	2406	2008	2014	1791											
	95% within 2 months†	Cases closed past deadlin	1	4	0	1										
R8.1 Cancellations To determine a complete application for Cancellation of a Part 4A Permission	Result	99.9%	99.8%	100%	99.9%	7	14	70								
	Cases closed	1536	858	811	788											
	95% within 6/12 months†	Cases closed past deadlin	10	11	20				13							
	Result	99.3%	98.7%	97.5%	98.4%											

†Green threshold ≥98% in Q4, Q1, Q2

Overall (inc. new targets)	97.0%
Overall (old targets only)	99.4%

Notes
R1.1a/R1.1ai - Approved Persons - the deadline is 2 calendar months. We can pause the process during that period to request further information from the applicant where necessary. The days reported in the lower quartile, median and upper quartile are the total number of calendar days between receipt of an application and our determination.
R6.1 - Change in Control - the deadline is 60 working days (at least 84 calendar days) after receiving a 'complete' notification. We can pause the process once during that period, for a maximum of 30 days, to request further information from the applicant. The days reported in the lower quartile, median and upper quartile are not working days, but the total number of calendar days between receipt of a notification, complete or not, and our determination. Where we receive an incomplete notification, the elapsed period between receipt and determination will include the period in which we are seeking, or waiting to receive, the missing information.