

Authorisations operating service metrics Q1 2026/27

Service standard	Measures	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27	LQ determination time Q1 (days)	Median determination time Q1 (days)	UQ determination time Q1 (days)
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 95% within 2 months	Cases closed	-	1198	1334	1345	18	25	34
	Cases closed past deadline	-	64	25	23			
	Result	-	94.7%	98.1%	98.3%			
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 Representatives regime 95% within 2 months	Cases closed	-	1545	1512	1338	14	29	36
	Cases closed past deadline	-	59	65	31			
	Result	-	96.2%	95.7%	97.7%			
A1.1 New Firm Authorisation To process a complete application for Part 4A Permission 95% within 4/10 months for complete/incomplete applications	Cases closed	-	291	310	287	91	131	190
	Cases closed past deadline	-	28	24	23			
	Result	-	90.4%	92.3%	92.0%			
Consumer Investments	Result	-	61.5%	59.3%	54.5%	187	285	344
Credit and Lending - Limited Permission	Result	-	100%	99.4%	100%	85	108	158
Credit and Lending - Other	Result	-	83.6%	95.2%	95.3%	84	124	162
Insurance	Result	-	81.8%	82.1%	92.9%	113	145	216
Wholesale	Result	-	91.7%	85.2%	85.7%	130	176	225
R5.1 Variation of Permission To process a complete application from an authorised firm for Variation of Permission 95% within 4/10 months for complete/incomplete applications	Cases closed	-	310	341	416	13	19	43
	Cases closed past deadline	-	11	9	11			
	Result	-	96.5%	97.4%	97.4%			
Consumer Investments	Result	-	94.5%	95.8%	92.6%	11	22	57
Credit and Lending - Limited Permission	Result	-	95.8%	100%	100%	10	14	15
Credit and Lending - Other	Result	-	97.5%	99.2%	99.1%	12	19	35
Insurance	Result	-	100%	93.2%	83.3%	43	86	151
Wholesale	Result	-	96.0%	98.5%	98.0%	26	46	99
R5.1a Adjacent Variations of Permission only To process a complete application from an authorised firm for Variation of Permission that is adjacent to/closely aligned with the existing business model 95% within 3/6 months for	Cases closed	-	-	-	52	21	44	69
	Cases closed past deadline	-	-	-	3			
	Result	-	-	-	94.2%			
R6.1 Change in Control To make a decision after acknowledging receipt of a complete application for a proposed change in control 100% within 60 working days of acknowledgement of receipt	Cases closed	290	315	365	277	20	43	71
	Cases closed past deadline	0	0	1	0			
	Result	100%	100%	99.7%	100%			
A1.2 3/4MLD To process money laundering registration under the 3/4MLD directives 95% within 45 calendar days for complete applications	Cases closed	70	64	58	68	57	75	91
	Cases closed past deadline	10	8	9	21			
	Result	85.7%	87.5%	84.5%	69.1%			
A1.3 5MLD To process money laundering registration under the 5MLD directive 95% within 3 months for complete applications	Cases closed	3	3	7	9	120	236	297
	Cases closed past deadline	1	1	2	1			
	Result	66.7%	66.7%	71.4%	88.9%			

PS1-4 Payment Services & E-Money Authorisations To process a complete application for authorisation/registration under the PSRs 2017/EMRs 2011 95% within 3/10 months for complete/incomplete applications	Cases closed	-	43	44	38	168	219	268
	Cases closed past deadline	-	12	12	7			
	Result	-	72.1%	72.7%	81.6%			
PS5-8 Payment Services & E-Money Authorisations To process a complete application for variation of authorisation/registration under the PSRs 2017/EMRs 2011 95% within 3/10 months for complete/incomplete applications	Cases closed	-	10	8	8	107	164	201
	Cases closed past deadline	-	1	1	0			
	Result	-	90.0%	87.5%	100%			
PS9 Payment Services Agents To process a notification for a UK Agent under the PSRs 2017/EMRs 2011 95% within 2 months	Cases closed	2014	1791	2112	1652	0	0	0
	Cases closed past deadline	0	1	10	0			
	Result	100%	99.9%	99.5%	100%			
R8.1 Cancellations To determine a complete application for cancellation of a Part 4A Permission 95% within 6/12 months of becoming a complete/incomplete application	Cases closed	811	788	978	576	8	24	98
	Cases closed past deadline	20	13	21	11			
	Result	97.5%	98.4%	97.9%	98.1%			

Overall Q2	NA
Overall Q3	96.9%
Overall Q4	97.5%
Overall Q1	97.9%

Notes

From this publication, legacy standards are no longer reported where newer, tighter deadlines have been introduced. For service standards where deadlines remain unchanged, Q2 2025/26 data has been retained to maintain continuity of reporting. From Q3 2025/26, we also updated our RAG (Red, Amber, Green) thresholds, with Green now starting at 95% rather than 98%; this change does not apply to Change in Control (CIC), where the threshold remains at 100%. As a result, the Q2 metrics are not colour-coded, as they were assessed against the previous thresholds.

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.

R5.1a - Adjacent Variations of Permission - For the first time, we are publishing our performance against adjacent Variation of Permission (VoP) applications. We have introduced voluntary determination targets for certain VoP applications where the proposed permissions are closely aligned to a firm's existing business model. For these applications, we aim to determine complete applications within three months and incomplete applications within six months.

R6.1 - Change in Control - the deadline is 60 working days (at least 84 calendar days) after acknowledgement of receipt. 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.