



Guernsey Financial
Services Commission

E-enabling the Commission

Tim Loveridge, Chief Transformation Officer



What are we doing?

PRISM

Probability Risk and
Impact System

Operating
Platform

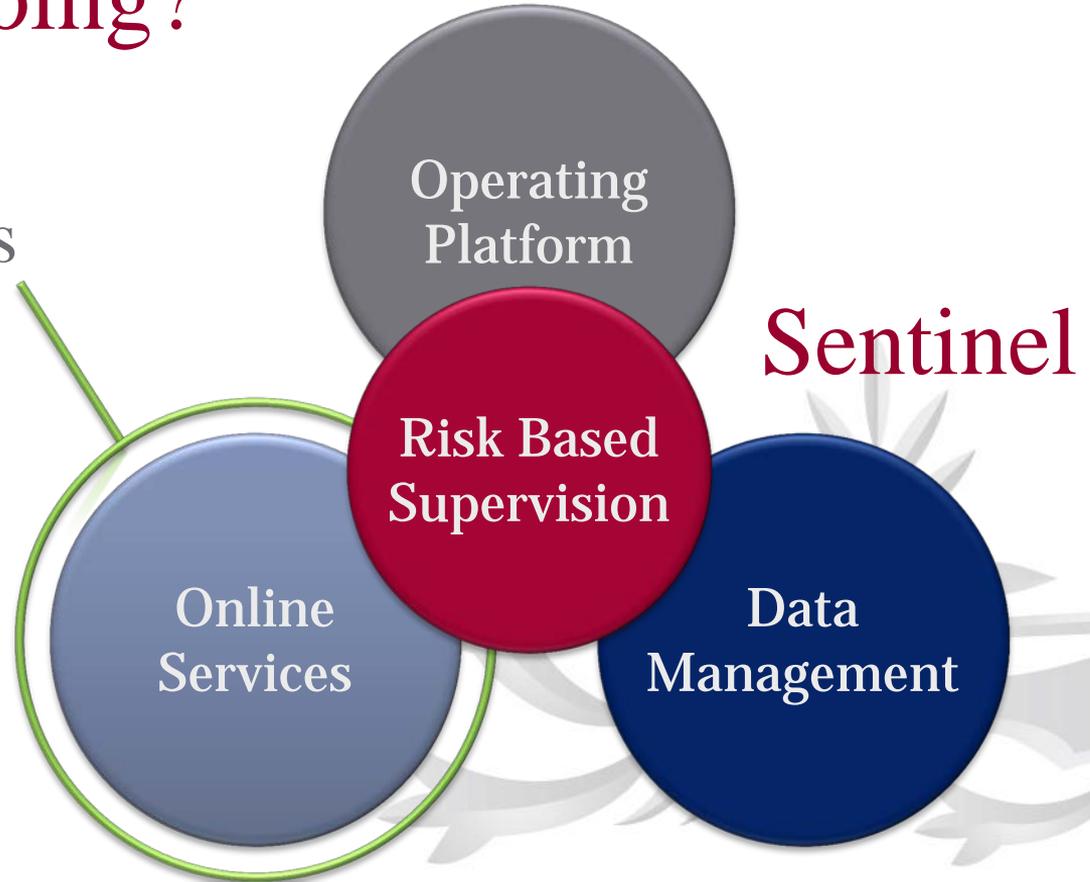
Risk Based
Supervision

Sentinel



What are we doing?

- ✓ Personal Questionnaires
- ✓ Returns
- ✓ Notifications
- ✓ Applications



How?



- ▶ Understand the requirements
- ▶ Engage with Industry
- ▶ Prioritise



What does the portal look like?



Simple and clear



What

https://online.gfsc.gg/

Guernsey Financial Services Commission [GG]

Online Services Portal

Guernsey Financial Services Commission

Online Services Portal

Guernsey Financial Services Commission

Sign in with your account

* Email Address

* Password

Remember me?

[Sign in](#) [Forgotten your password?](#)

If you don't have an account you can [register here](#).

Welcome to our Online Services

Over time, this Portal will grow to allow licensees and individuals to submit the most common applications, notifications and returns to the Commission electronically.

Our first offering is Personal Questionnaires ('PQ'). If you are required to submit a new PQ, or update details previously submitted on a paper version, then register for this new service.

We are always happy to receive constructive feedback. If you have any comments or ideas that you think may improve this service, please email the Commission at support@gfsc.gg.

Disclaimer Privacy policy Cookies Support Terms and conditions

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What

The screenshot shows a web browser window with the URL <https://online.gfsc.gg/MyGFSC/>. The page header includes the Guernsey Financial Services Commission logo and navigation links for "My GFSC", "Contact Us", and "Help Online". A red banner below the header reads "Online Services Portal / My GFSC". The main content area is titled "My GFSC" and contains three sections: "Recent Activity", "About You", and "Other people's forms shared with you".

My GFSC

Online Services Portal / My GFSC

My GFSC

Recent Activity

Online Services Agreement Received on 01/08/2014 16:22
Confirm registration on 01/08/2014 16:20

About You

Tim Loveridge
Email: tloveridge@gfsc.gg

- + [Begin a new PQ](#)
- + [Begin a new PQ for someone else](#)

Other people's forms shared with you

You haven't been given access to other people's forms.

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What

https://online.gfsc.gg/pq/7id=0f9f97f2-d161-e411-941c-00155d645318#tabPersonal

Online Services Portal / PQ

PQ

The form is currently being edited by you. [Finish Editing](#) [Delete Form](#)

This form is not shared with anyone else. Click *add delegate* below to share with a delegate.

[+ Add Delegate](#)

8% Complete

[Start](#) **[Personal](#)** [Positions](#) [Competence](#) [Propriety](#) [Declaration and Consent](#)

1. Name

Title *

Forename(s) *

Surname *

All other names by which you are or have been known must also be disclosed.

Are you also known by another name?

If you are or have ever been known by any name not disclosed above or in the *Previous names* section below (for example if you are commonly known by a middle name, or if your full name is John James and you are otherwise known as Johnny Jules) it should be disclosed by clicking the *Add name that you are also known by* link below.

[+ Add name that you are also known by](#)

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What

The screenshot shows a web browser window with the URL <https://online.gfsc.gg/profile/licensee/>. The page title is "License Management". The header includes the Guernsey Financial Services Commission logo and navigation links: "My GFSC", "Contact Us", and "Help Online". A red navigation bar contains the breadcrumb "Online Services Portal / Profile / License Management". The main content area is titled "Licensee Management" and features a sidebar with options: "Profile", "Change Password", "Change Email", and "License Management" (which is highlighted). The main section is titled "Manage your licensee roles" and contains the instruction "If you have been given a Licensee code please enter here." Below this is a text input field labeled "* Licensee code" and a red "Process code" button. The footer contains links for "Disclaimer", "Privacy policy", "Cookies", "Support", and "Terms and conditions", along with contact information: "E : support@gfsc.gg", "T : +44 (0)1481 712700 / 712801", and "©2014 Guernsey Financial Services Commission". The Guernsey Financial Services Commission logo is also present in the footer.

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What

Help Online

Online Services Portal / Help Online

Help Online

How to **Frequent Questions**

How to

Click on each section below to view guidance and video clips to help you use the Online Services Portal

1. Registration and Login

Users are able to Register on the portal and complete and save PQs but they will not be given permission to submit PQs via the portal until they have provided a signed "Agreement for the use of the Portal and Electronic Signature" ("the Agreement") to the Commission. They will receive confirmation by e-mail once their wet signature has been accepted that they have been given permission to submit PQs. An example of the Agreement can be downloaded from the website via the following link [Example Online Services Agreement](#)

The following has been written for persons completing the PQ on their own behalf, wording displayed on the screen may vary slightly if it is being completed by a delegate.

Register for the first time to use the PQ Online portal selecting 'register here'

In order to register you need to supply an e-mail address and a password of your choice.

The password must be at least eight characters long, be a mix of upper and lower case letters and contain at least one symbol or number.

Log in to the PQ Online portal using your e-mail and password once you have registered

If you wish you can use the 'remember me' tick box so the portal will remember your e-mail address (but not your password) the next time you log in

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Electronic Personal Questionnaires will replace the paper version from mid-January 2015.

Help Online

How to Frequent Questions

How to

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1. Registration and login

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Sign in with your account

Email Address

Password

Remember me?

Forgot your password?

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00:52

vimeo

Online Submissions Project

User Roles, Permissions & Licensee Hierarchy



Guiding principles



- Keep it simple
- Design for the majority
- Strive for 'straight through'
- Responsibility lies with the licensee
- Deliver sequentially
- Focus on the benefit

Responsibilities & controls

- Licensees will be expected to setup, maintain and ‘own’ user accounts on the portal
- Licensees will determine which users can enter information and who can submit to the Commission
- Licensees will be able to delegate permissions on the portal to third party firms
- Submissions entered or submitted by a third party firm will be stored against the licensee record
- Where a submission requires sign off by one or more individuals in prescribed positions it is the responsibility of the licensee to ensure that this is obtained



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- “you can give away the task but not the responsibility”**

Summary



- Over 150 submissions to replace
- An agile approach to delivery and a flexible solution
- Will be rolled out in stages beginning early next year with pilot testing and soft launches.