

**Service Level Standards
Summary Service Report
1 October to 31 December 2020**

The number of measures relates to the service items in the service catalogue, not the number of separate transactions

Percentage of measures met, where data is available and there are transactions in the current period: 73% for October to December

Percentage of measures not met, where data is available and there are transactions in the current period: 27% for October to December

	<u>October 2020 to December 2020</u>		
	<u>Met</u>	<u>Not met</u>	<u>No transactions</u>
1.1 Fiduciary Full/Personal Fiduciary licence Number of measures		1	
1.2 Fiduciary Discretionary Exemption Number of measures	1		
1.3 NRFSB Number of measures		1	
1.4 Prescribed Business Number of measures	1		
1.5 Investment licence (not fast track) Number of measures	1		
1.6 Open Ended Fund application Number of measures			3
1.7 Closed Ended Fund application Number of measures	1		2
1.8 Class/sub-fund/cell authorisation (not fast track) Number of measures	1		
1.9 Non Guernsey Scheme approval Number of measures	1		
1.10 Investment Fast track fund applications Number of measures	3	1	1
1.11 Insurance Licence Number of measures		1	
1.12 Change of controller Number of measures	1		
1.13 Insurance: Change in general representative Number of measures			1
1.14 Online Appointments Number of measures	1		
Total number of measures	11	4	7