



Guernsey Financial  
Services Commission

# Authorisations and Innovation Division

Emma Bailey, Director



Authorisations & Innovation

**Happily ever after...**



# Authorisations

## Training

- Sharing Skills
- Ongoing



# Authorisations

Q4 2018

Application

Volumes Increased



# Authorisations

## Work flow

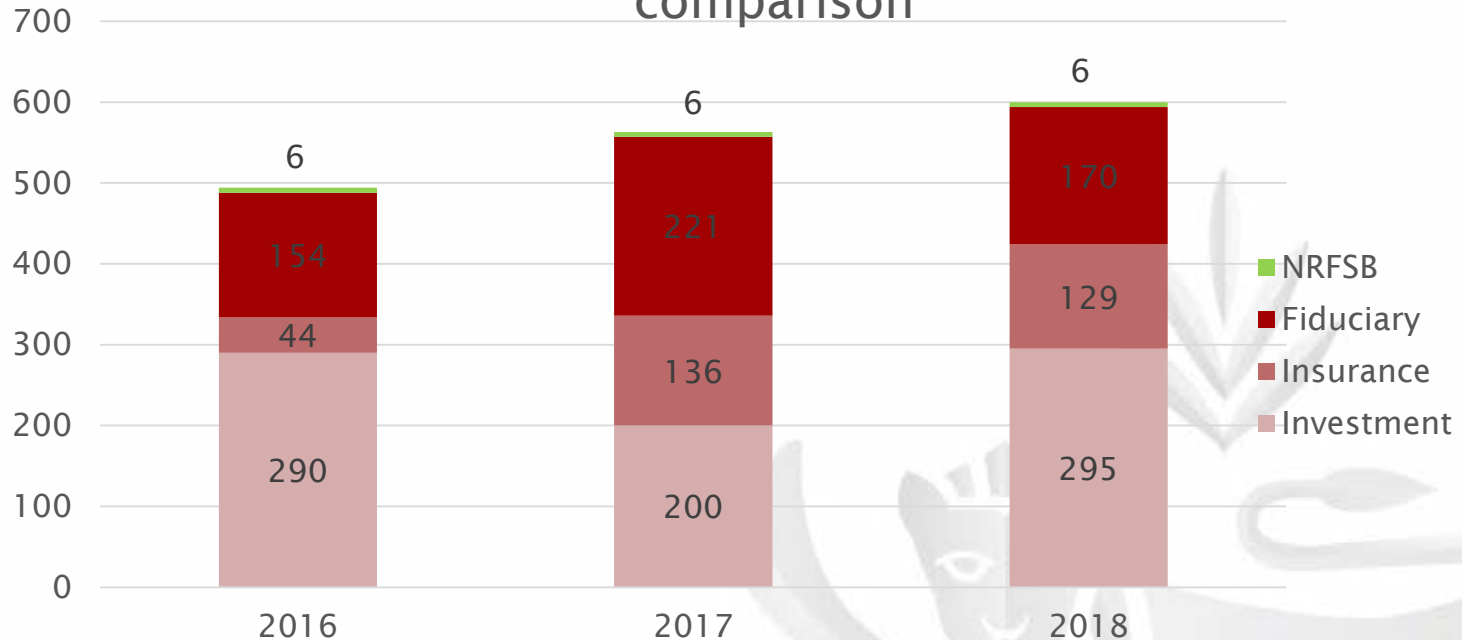
- Risk based
- Working with colleagues
- Authorisation Review

Panels “ARPs”



# Authorisations Statistics

Total applications by volume and sector - 3 year comparison



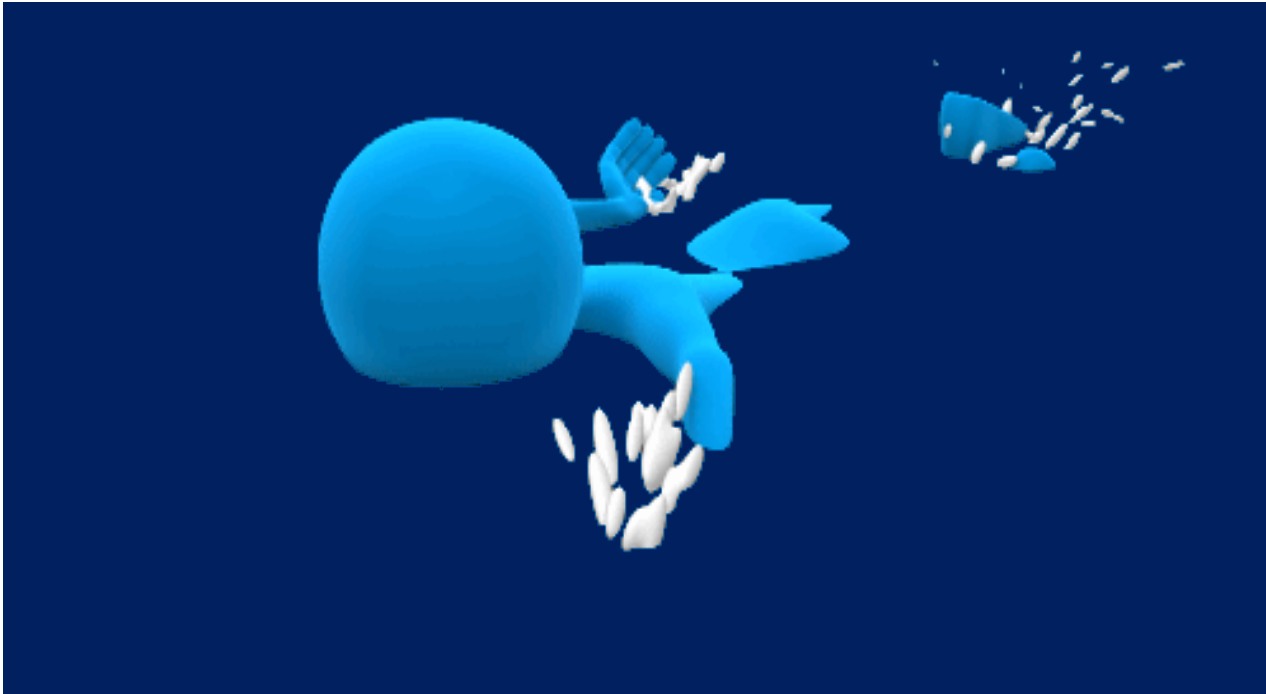
# Service Improvements

Changes made 2018 into 2019:

- Fit & Proper Guidance
- Removal of “Wet Signatures”
- Fast Track / Self Certification
- Early Communication
- Portal Development work



# Help us to help you ensure applications go swimmingly





# Submissions

## For Quicker Processing

- Do not use post
- Do not use USBs
- Do use emails [Authorisations@gfsc.gg](mailto:Authorisations@gfsc.gg)
- Do use Egress or Encrypted Zip Files



# Helping us to help you

Other ways:

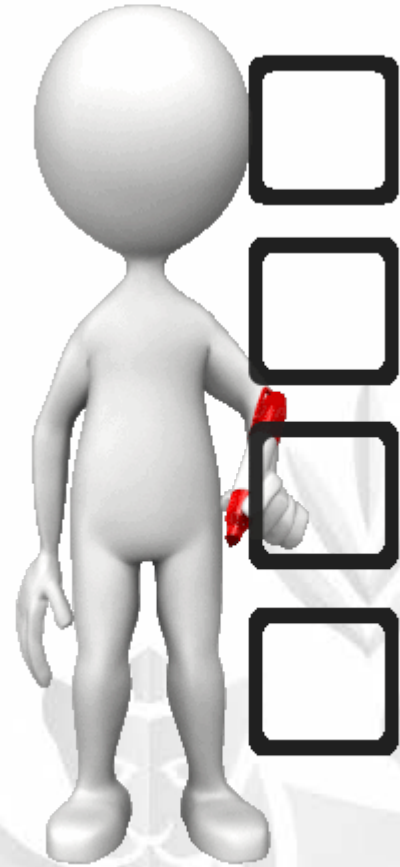
- Submit OAs /OPQs
- Send in the Fee
- Be clear about deadlines



Do all of that ....

And you will be a long way  
towards ticking all the  
boxes for a  
successful  
application \*

\* Subject to the due diligence of course



# Chasing on Applications

Clients chase you, so you have to chase  
us but...



If every one chases.....



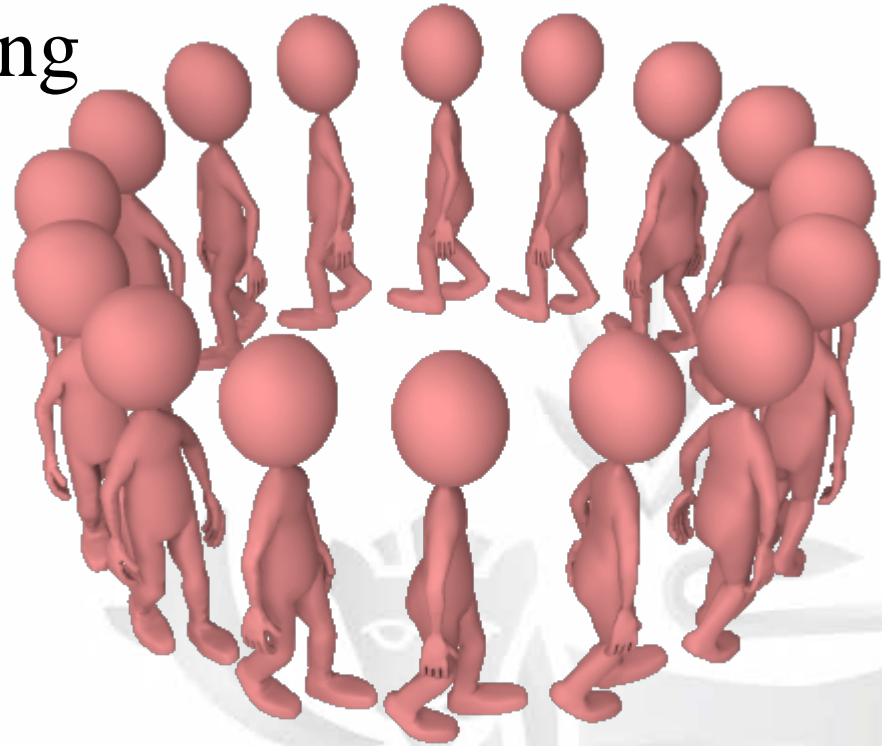
If every one chases.....

We start to feel like we are running  
up the down escalator ....



If every one chases.....

..... or we end up going  
round in circles...



If every one chases.....

.....it causes us (and you)  
headaches.....





If every one chases.....

...and we need a little lie down.



So please chase us ...

but try to limit the amount of times you do.....



# Support @ gfsc.gg [Help Desk]

Victim of its own success .....

- 9/10 always request further details by email;



# Support @ gfsc.gg [Help Desk]

Better customer service...

- Not tied up on the phone
- Direct people to FAQs



# Support @ gfsc.gg [Help Desk]

More efficient....

- Help still there;
- More informed when we do speak to people.



# Innovation

Commission's innovation hub:

- Innovation Soundbox



# SoundBox Sprint

Friday 22 June 2018

- 10 teams
  - 35 Businesses
  - 6 prizes



# Round Tables

Feedback positive

- Valuable discussion
- Encouraged to Repeat





# SoundBox Dash

Friday 18 January 2019

- First roundtable
  - GFIN
    - 2019 – other topics



# GFiN

## Global Financial Innovation Network

- Featuring GFSC as well as:
  - UK - FCA
  - Australia - ASIC
  - Ontario - OSC
  - Dubai - DFSA



# GFiN

## Global Financial Innovation Network

- GFSC founding member & on Coordination Group
- Functions
  - Sharing experience
  - Forum for joint policy work
  - Cross- Border trials



# GFiN

## Cross Border Trials

- Pilot
- Window for Applications
- Reviewing Applications
- Lessons Learnt
- Annual Meeting



**GFiN**

GLOBAL FINANCIAL INNOVATION NETWORK

Thank you.

Authorisations @ gfsc.gg

Support @ gfsc.gg

Innovate @ gfsc.gg