

Authorisations operating service metrics Q3 2025/26

Service Standard	Measures		Q4 2024/25	Q1 2025/26	Q2 2025/26	Q3 2025/26	LQ determination time Q3 (days)	Median determination time Q3 (days)	UQ determination time Q3 (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	Cases closed		1505	1405	1366	1198	9	16	29
	New target 95% within 2 months	Cases closed past deadline	N/A	N/A	N/A	64			
		Result	-	-	-	94.7%			
	Old target 98% within 3 months	Cases closed past deadline	13	3	6	4			
		Result	99.1%	99.8%	99.6%	99.7%			
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 95% within 2 months	Cases closed past deadline	N/A	N/A	N/A	59			
		Result	-	-	-	96.2%			
	Old target 98% within 3 months	Cases closed past deadline	22	18	4	7			
		Result	98.7%	98.6%	99.8%	99.5%			
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 95% within 4/10 months for complete/incomplete application	Cases closed past deadline	N/A	N/A	N/A	28			
		Result	-	-	-	90.4%			
	Old target 98% within 6/12 months for complete/incomplete application	Cases closed past deadline	14	6	3	9			
		Result	96.0%	97.9%	98.9%	96.9%			
A1.1 New Firm Authorisation Consumer Investments	New target 95% within 4/10 months for complete/incomplete application	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	-	-	-	81.8%	110	154	239
A1.1 New Firm Authorisation Wholesale		Result	-	-	-	91.7%	117	153	214
R5.1 Variation of Permission To process a complete application from an authorised firm for Variation of Permission	Cases closed		280	274	316	310	27	56	113
	New target 95% within 4/10 months for complete/incomplete application	Cases closed past deadline	N/A	N/A	N/A	11			
		Result	-	-	-	96.5%			
	Old target 98% within 6/12 months for complete/incomplete application	Cases closed past deadline	7	3	3	3			
		Result	97.5%	98.9%	99.1%	99.0%			
R5.1 Variation of Permission Consumer Investments	New target 95% within 4/10 months for complete/incomplete application	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	-	-	-	100%	38	74	108
R5.1 Variation of Permission Wholesale		Result	-	-	-	96.0%	16	37	119
R6.1a Change in Control To make a decision after receiving a 'complete' notification of a proposed change in control	Cases closed		302	251	290	315	17	43	67
	100% within 60 working days	Cases closed past deadline	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 deadline	1	11	0	1			
		Result	98.2%	86.9%	100%	98.4%			
A1.3 5MLD 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 deadline	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 95% within 3/10 months	Cases closed past deadline	N/A	N/A	N/A	12			
		Result	-	-	-	72.1%			
	Old target 98% within 3/12 months	Cases closed past deadline	1	1	0	1			
		Result	97.3%	97.4%	100%	97.7%			
PS5-8 Payment Services & E-Money Authorisations To process a complete application for variation of authorisation/registration under the PSRs 2017/EMRs 2011	Cases closed		10	6	4	10	53	113	184
	New target 95% within 3/10 months	Cases closed past deadline	N/A	N/A	N/A	1			
		Result	-	-	-	90.0%			
	Old target 98% within 3/12 months	Cases closed past deadline	0	0	0	0			
		Result	100%	100%	100%	100%			
PS9 Payment Service Agents To process a complete application for a variation of authorisation under the EMRs 2011	Cases closed		2406	2008	2014	1791	0	0	2
	95% within 2 months†	Cases closed past deadline	1	4	0	1			
		Result	99.9%	99.8%	100%	99.9%			
RS.1 Cancellations To determine a complete application for Cancellation of a Part 4A Permission	Cases closed		1536	858	811	788	7	14	70
	95% within 6/12 months†	Cases closed past deadline	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.