



ISO 9001:2015 QUALITY OBJECTIVES

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The Office of the Supervisor of Insolvency (OSI) three (3) Quality Objectives are:

1. 95% issuance of Trustee Licences within six (6) weeks of submission of completed applications and payment of prescribed fees.
2. 100% Issuance of Certificates (Annulments, Appointments, Approval of Financial Counsellors, Assignments and Discharges) within three (3) working days of the Supervisor's approval.
3. Customer satisfaction rate of 85% annually.

DATED this the 15th day of January 2025.

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Fayola Evans Roberts (Mrs.) J.P.
Supervisor of Insolvency