Reggie — Jersey's Financial Regulator Runs a Source-Linked AI Chatbot on Its Own Rulebook, 10,000+ Questions Answered but No Published Accuracy Testing

AI in the Public Sector · Good practice · Jersey

Quality score: 47/100

Evidence strength: Moderate

Summary

Jersey's financial regulator launched Reggie in Oct 2024: a generative-AI chatbot answering only from its official rulebook, with source links. It added 48 documents in May 2025 and answered 10,000+ questions by July 2025 at ~£84 per 1,000. No accuracy testing is published.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-19

Jersey Financial Services Commission (JFSC) — accessed 2026-11-19

JFSC — Reggie at the Jersey AI Forum (July 2025) — accessed 2026-11-19

JFSC — Introducing Reggie 2.0 (May 2025) — accessed 2026-11-19

Channel Eye — JFSC launches AI regulatory chatbot (Oct 2024) — accessed 2026-11-19

Comsure — Reggie 2.0 source list (May 2025) — accessed 2026-11-19

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