



FOR IMMEDIATE RELEASE

Contact:

Dr Courtney Robinson

Communications Advisor

T: 649 946 – 5314 ext 5061

E: CRobinson@tcifsc.tc

W: www.TCIFSC.tc

IMMEDIATE RELEASE

TCI FSC REGISTRY DEPARTMENT STRENGTHENS SERVICE EXCELLENCE THROUGH CUSTOMER SERVICE TRAINING



GRAND TURK, Turks and Caicos Islands; Thursday, 16th July 2026 — The Registry Department held a targeted training session on customer service on 10 July 2026, aimed at strengthening service delivery and reinforcing a culture of excellence across the department. Facilitated by Mrs Melanie Smith of Talent Recruitment Group, at the Commission's Grand Turk branch, the session emphasised the importance of professionalism, empathy, accountability and a 'service above self' mindset in all public-facing interactions.

The training covered best practice for exceeding customer expectations, anticipating needs, providing clear guidance and fostering positive internal working relationships. Participants were reminded that while efficiency and accuracy remain essential, true service excellence is achieved when staff go the extra mile to leave customers with a lasting positive impression. As the public-facing arm of the Commission, the Registry Department continues to integrate customer service into its operational plan and to promote a people-centred service culture built on respect, collaboration and meaningful engagement.

Reflecting on the training, Caulette Simons, Registrar, said: "Outstanding customer service underpins public trust. By pairing professional competence with genuine empathy and proactive support, our team does more than complete transactions — we create memorable, positive experiences that demonstrate our commitment to the people we serve."

Kenisha Bacchus, Managing Director (Ag), stated, "Investing in service excellence strengthens our entire organisation. When staff support one another and take shared responsibility for the customer experience, we deliver more consistent, compassionate and effective public service."

-END-

About the FSC

The FSC serves as the integrated regulator for all financial services businesses operating in or from the TCI, with responsibility for supervising designated non-financial businesses and professions and not-for-profit entities. Through its Commercial Registry, the Commission also administers company formation and the registration of business names, patents, and trademarks.