

SIPP minimum Service Standards

PSGS is committed to providing exceptional levels of service to all its Clients and business partners. As well as going the extra mile to find the right solution for Financial Advisers and their Clients, we have carefully designed our administration systems to ensure that we excel at getting things done, when and how our Clients want them done.

This sheet sets out our minimum standard of service, but it should be noted that in many cases we will do better than these processing times and that where we are unable to, it will be due to circumstances beyond our control. Under such circumstances we will always keep all relevant parties fully informed of progress.

Process	Turnaround time
New SIPP Processing applications, setting up database records, preparing relevant documentation	3 days
Banking Banking all cheques received All other bank related processes e.g. opening accounts, checking bank statements, investigating missing rental payments etc	Same day 3 - 10 days
Popular investments Purchase/sale of general investments such as Trustee Investment Plans, Unit Trusts, Shares	Same day (provided we receive the instructions by 11am)
Transfers All requests to transfer funds or assets into or out of the SIPP	3 Days
Requests for information All requests for general information, SIPP investments or possible future transactions	3 Days
Correspondence relating to payment of benefits Requests for benefits to be paid or benefit calculations	3 Days
Projections and calculations Requests for actuarial projections and calculations	3 Days

This list is not exhaustive as there are too many individual tasks for us to list them all. However, it is representative of a cross section of tasks that we will carry out on most if not all SIPPs. **The number of days noted relates to the time we may take, from receipt, to deal with a specific piece of post or a phone call.** It also assumes receipt of post by 2pm.

It is not a guide to how long the whole process takes, e.g. a property purchase cannot go from an interest to invest to ownership in three days, nor can a transfer in or out be completed in three days, but we can commit to dealing swiftly with any correspondence relating to the purchase or the transfer at each stage of the transaction.

If you would like to know more about our Service Standards, please call one of the team on 01249 280020; we're here to help.