

## Sippchoice Bespoke SIPP

### Service Standards (as at 6 April 2011)

At the core of our SIPP proposition is a top quality administration service.

We will aim to carry out the actions set out below within the timescales indicated

<b>ACTION</b>	<b>TIMESCALE</b>
Establish a SIPP	2 working days
Process transfers forms	2 working days
Process a new investment opening instruction	2 working days
Process an instruction to transfer monies to an existing discretionary manager or bank account	1 working day
Reconcile each SIPP bank account	Daily
Bank all bona fide cheques and credit to the relevant SIPP bank account	On the day of receipt
Processing and paying a pension commencement lump sum	2 working days
Processing an income payment	2 working days
Acknowledging a complaint or grievance	5 working days
Dealing with a complaint or grievance	4 weeks

Please note any work item received after 2pm will be deemed to be received on the following working day.

Whilst we will make every effort to meet these standards, there may be occasions when it is not possible to meet them, particularly if we are let down by a third party.

*The Sippchoice Bespoke SIPP has been registered with HM Revenue & Customs under the Pension Scheme Tax Reference 00738995RG. Sippchoice Limited is the Provider and Scheme Administrator of the Sippchoice Bespoke SIPP and it is authorised and regulated by the Financial Services Authority under reference number 496250. Sippchoice Trustees Limited is the Trustee of the Sippchoice Bespoke SIPP.*

Sippchoice Limited The Podium 1 Eversholt Street London NW1 2DN  
tel: 020 7554 5615 fax: 020 7554 5136 email: [info@sippchoice.co.uk](mailto:info@sippchoice.co.uk) [www.sippchoice.co.uk](http://www.sippchoice.co.uk)