
Sippchoice Bespoke SIPP

Service Standards (from 27 April 2018)

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.

Action	Timescale
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. Dentons Pension Management Limited is the Provider and Scheme Administrator of the Sippchoice Bespoke SIPP and it is authorised and regulated by the Financial Conduct Authority under reference number 461094. Sippchoice Trustees Limited is the Trustee of the Sippchoice Bespoke SIPP.

Dentons Pension Management Limited Sutton House Weyside Park Catteshall Lane Godalming GU7 1XE
tel: 01483 521 521 **fax:** 01483 521 515 **email:** info@dentonspensions.co.uk **web:** www.sippchoice.co.uk
