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# Sippchoice Bespoke SIPP

Treating Customers Fairly - Our Policy Statement (27 April 2018)

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The Financial Conduct Authority requires SIPP operators to comply with its Treating Customers Fairly principles, which are set out below.

**Outcome 1:** Consumers can be confident that they are dealing with firms where the fair treatment of customers is central to the corporate culture.

**Outcome 2:** Products and services marketed and sold in the retail market are designed to meet the needs of identified consumer groups and are targeted accordingly

**Outcome 3:** Consumers are provided with clear information and are kept appropriately informed before, during and after the point of sale.

**Outcome 4:** Where consumers receive advice, the advice is suitable and takes account of their circumstances. Note: This does not apply to Dentons Pension Management Limited since we do not provide advice.

**Outcome 5:** Consumers are provided with products that perform as firms have led them to expect, and the associated service is of an acceptable standard and as they have been led to expect.

**Outcome 6:** Consumers do not face unreasonable post-sale barriers imposed by firms to change product, switch provider, submit a claim or make a complaint

Dentons Pension Management Limited complies with these principles and we have always put our customers' interests at the centre of our SIPP proposition.

We regularly seek customer feedback and this consistently shows an extremely high level of customer satisfaction.

Furthermore, our SIPP proposition is kept under constant review and all members of staff are encouraged to suggest improvements to the customers' experience.

## Ian Stewart

Managing Director

Dentons Pension Management Limited

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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](mailto:info@dentonspensions.co.uk) **web:** [www.sippchoice.co.uk](http://www.sippchoice.co.uk)

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