

# **Service standards - SSAS**

We are committed to delivering a cost effective, personal and high quality pension administration service to meet the needs of all our clients.

In this document we have set out our normal service standards in working days for our SSAS arrangements. The indicative timescales below start from the first working day following receipt of your request. Note that we cannot guarantee we will meet our service standards.

### Administration

| Processing a new application      | 7 days |
|-----------------------------------|--------|
| Processing a takeover application | 7 days |
| Processing transfer forms         | 5 days |
| Valuations                        | 5 days |

#### Scheme investments - property and land

| Agreeing suitability of property/land         | 6 days  |
|---|---|
| Solicitor instruction                         | 6 days  |
| Surveyor instruction (if required)            | 6 days  |
| Agreeing funding and suitability of borrowing | 6 days  |
| Lender instruction                            | 6 days  |
| VAT election                                  | 2 days  |
| Buildings insurance (if instructed)           | 6 days  |
| Completing legal documentation                | 6 days  |
| Transferring funds for purchase               | same day and at least one working day prior to completion |
|   |   |

# Scheme investments - other

| Suitability and funding check | 2 days |
|-------------------------------|--------|
| Completing documentation      | 2 days |
| Processing loan application   | 5 days |

## Banking

| Cheques banked (i.e. contributions, transfers, rent) | 1 day  |
|--|--------|
| Paying out cheques and transfers                     | 5 days |

## Retirement

Benefit calculation

7 days

Note that service times generally require each step to be completed in the correct order.

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