

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