

## 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 customers.

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 whilst we will aim to meet our service standards, they are not legally binding.

### 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
Instructing valuation (if required)	6 days
Lender instruction	6 days
VAT registration and election	5 days
Buildings insurance quotation (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	4 days
Completing documentation	4 days
Processing loan application	5 days

### Banking

Cheques banked (i.e. contributions, transfers, rent)	3 days
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### Retirement

Benefit calculation	7 days
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Note that service times generally require each step to be completed in the correct order. For instance, obtaining a valuation may take 5 working days, calculating benefits a further 7 working days. Where possible we aim to shorten the overall timescales, but we cannot guarantee this.