

## service standards

Rowanmoor Pensions' Family Pension Trust (Family SIPP) administration service is monitored against demanding processing timescales. We aim to complete no less than 95% of our work within these timescales. Due to the highly consultative nature of our Family Pension Trust administration, and other factors, including the involvement of third parties, there may be occasions when this is not possible.

We are committed to continuous improvement in the quality of the services we offer:

All days quoted are working days, following receipt of all required information and appropriate authorisation.

| New Business                                                                                                                                                                                                                                     |         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| Issuing application packs                                                                                                                                                                                                                        | 1 day   |
| Standard new business illustration                                                                                                                                                                                                               | 1 day   |
| Specialised new business illustration<br>Provision of illustrations for benefits, that may include scheme pension, or income drawdown.                                                                                                           | 3 days  |
| Acknowledging receipt of new applications                                                                                                                                                                                                        | 1 day   |
| Processing applications<br>Includes issuing new plan documentation and establishment of scheme bank account(s) with The Royal Bank of Scotland plc.                                                                                              | 3 days  |
| Banking                                                                                                                                                                                                                                          |         |
| Processing cheques                                                                                                                                                                                                                               | 1 day   |
| Money received                                                                                                                                                                                                                                   | 1 day   |
| Payments out<br>Dependent upon the availability of cleared funds.                                                                                                                                                                                | 1 day   |
| Transfer of existing benefits                                                                                                                                                                                                                    |         |
| Transfer in or out<br>Transfers, in particular in specie transfers, are complex and involve liaison with third parties. This is the timescale we aim to meet to process forms and respond to requests, during each part of the transfer process. | 10 days |



| Investments                                                                                                                                                                                                                                                                                   |                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| <b>Investment feasibility investigation</b><br>Reviewing requests for investment in new assets of a complex nature, not already approved by us, and providing feedback.                                                                                                                       | 10 days            |
| <b>Processing new investments</b><br>Dealing with each stage of an approved investment.                                                                                                                                                                                                       | 3 days             |
| <b>Processing existing investments</b><br>Dealing with each stage of any changes to an existing investment, such as a sale or partial disinvestment.                                                                                                                                          | 3 days             |
| Benefits                                                                                                                                                                                                                                                                                      |                    |
| <b>Processing requests</b><br>Reviewing requirements and processing requests for calculations.                                                                                                                                                                                                | 10 days            |
| <b>Retirement illustrations</b><br>Provision of retirement illustrations, for benefits a member may take from the Family Pension Trust.                                                                                                                                                       | 10 days            |
| <b>Paying pension commencement lump sums</b><br>Processing and payment from available funds.                                                                                                                                                                                                  | 5 days             |
| <b>Pension payments</b><br>Establishing pension payroll records and making payment. Our payroll is run on the last working day of the month.                                                                                                                                                  | 5 days             |
| General                                                                                                                                                                                                                                                                                       |                    |
| <b>Priority correspondence</b><br>Responding to priority enquiries received by post, fax, email or telephone that do not fall into the above categories.                                                                                                                                      | 3 days             |
| <b>General correspondence</b><br>Responding to general enquiries received by post, fax, email or telephone that do not fall into the above categories.                                                                                                                                        | 10 days            |
| <b>Reclaiming pension relief at source (PRAS)</b><br>Submitting tax reclaims for qualifying contributions, within specified monthly reporting periods, to Her Majesty's Revenue and Customs and crediting received funds into Family Pension Trust bank account(s) on day of payment receipt. | 11 weeks (maximum) |



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#### ADMINISTRATION CENTRES

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#### CONSULTANCY OFFICES

LONDON | BOLTON | BURGESS HILL | SALISBURY

Rowanmoor Pensions is a trading name of Rowanmoor Group plc (No. 5792242), Rowanmoor Trustees Limited (No. 1846413) and Rowanmoor Personal Pensions Limited (No. 2268900) are wholly owned subsidiaries of Rowanmoor Group plc. All companies registered in England at Rowanmoor House, 46-50 Castle Street, Salisbury SP1 3TS.

Rowanmoor Personal Pensions Limited is authorised and regulated by the Financial Services Authority.

**If you require this document in audio tape, large print, Braille or PC disc format, please telephone 08445 440 550 or fax 08445 440 500.**