

service standards

Rowanmoor Pensions' Self-Invested Personal Pension (SIPP) administration service is monitored against demanding processing timescales and we aim to complete no less than 95% of our work within these timescales. A number of factors, including the involvement of third parties, mean 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 Provision of illustrations for benefits, that may include scheme pension, or income drawdown.	3 days
Acknowledging receipt of new applications	1 day
Processing applications Includes issuing new plan documentation and establishment of a SIPP plan bank account with The Royal Bank of Scotland plc.	1 day
Banking	
Money received	1 day
Payments out Dependent upon the availability of cleared funds.	1 day
Reconciliation Reconciliation of the SIPP plan bank account held with The Royal Bank of Scotland plc.	1 day
Transfer of existing benefits	
Transfer in or out 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.	3 days



Investments

Investment feasibility investigation 5 days
Reviewing requests for investment in new assets of a complex nature, not already approved by us, and providing feedback.

Processing new investments 1 day
Dealing with each stage of an approved investment.

Processing existing investments 1 day
Dealing with each stage of any changes to an existing investment, such as a sale or partial disinvestment.

Benefits

Retirement illustrations 3 days
Provision of retirement illustrations, for benefits the member may take from the SIPP.

Paying pension commencement lump sums 5 days
Processing and payment from available funds.

Pension payments 5 days
Establishing pension payroll records and making payment. Our payroll is run on the 18th of the month, or the previous working day if the 18th falls on a weekend or bank holiday.

General

Requests for information 5 days
Responding to enquiries received by post, fax, email or telephone that do not fall into the above categories.

Reclaiming pension relief at source (PRAS) 11 weeks (maximum)
Submitting tax reclaims for qualifying contributions, within specified monthly reporting periods, to Her Majesty's Revenue and Customs and crediting received funds into SIPP plan bank account on day of payment receipt.



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CONSULTANCY OFFICES

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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.