

## service standards achieved

A self-invested personal pension (SIPP) is a plan for life and for you to get the most out of it, you need the reassurance that your SIPP provider's service ethos and service standards meet your expectations.

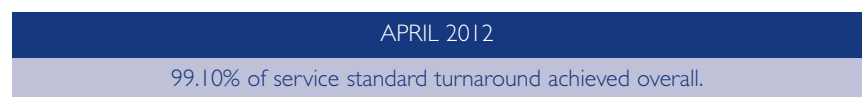
Rowanmoor Pensions' commitment to deliver high-quality, bespoke administration services to all customers is at the forefront of our business. The service we deliver is built upon years of experience and we set ourselves high standards.

All SIPP clients have an appointed, named administrator, who works in a supportive team environment, offering a personal and professional single point of contact for all aspects of our SIPP administration.

Day-to-day SIPP administration is monitored against target processing timescales and the close relationship our administrators have with our customers helps to ensure that we understand any critical deadlines, so that all work can be prioritised. Details of the turnaround timescales for processing tasks can be found on the Rowanmoor Pensions SIPP Service Standards document.

We are proud of the level of service we deliver and are committed to work for continuous improvement. We aim to complete no less than 95% of our work within our processing timescales. A number of factors, including the involvement of third parties, mean there may be occasions when this is not possible.

The current level of service we are achieving is outlined below:



This figure represents the percentage of work processed within the levels set out in the Rowanmoor Pensions SIPP Service Standards document. The figure for the previous twelve month period is produced on a monthly basis.



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## Rowanmoor Pensions

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.

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