

service standards achieved

To get the most out of a small self-administered scheme (SSAS) you need the reassurance that your SSAS 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 SSAS 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 SSAS administration.

Day-to-day SSAS 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 SSAS 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. Due to the highly consultative nature of our SSAS administration, and other factors, including the involvement of third parties, there may be occasions when this is not possible.

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

| |
|---------------------------------------------------------|
| APRIL 2012 |
| 99.28% of service standard turnaround achieved overall. |

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



ROWANMOOR HOUSE • 46-50 CASTLE STREET • SALISBURY SP1 3TS
TELEPHONE: 08445 440 440 • FAX: 08445 440 500
enquiries@rowanmoor.co.uk • www.rowanmoor.co.uk



Rowanmoor Pensions

Rowanmoor Pensions is a trading name of the Rowanmoor Group plc companies.
Rowanmoor Group plc is registered in England (No. 5792242) at Rowanmoor House, 46-50 Castle Street, Salisbury SP1 3TS

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