



Service charter

Suffolk Life's business is providing and administering SIPPs

Offering exemplary service, fairly, for all customers is core to our proposition. We are proud of our performance and the positive recognition we have achieved within the industry. We believe it is important that advisers should be aware of our principles of service and what they can expect from working with us.

We will aim to:

- » Establish a SIPP within 3 working days of receipt of a complete application pack, and have a working bank account in place the following day. In practice we expect to establish most SIPPs on the date of receipt.
- » Initiate an investment instruction (or an instruction to transfer monies to a discretionary manager) within 1 working day.
- » Bank all bona fide cheques on the day of receipt and credit to the relevant SIPP bank account.
- » Reconcile each main SIPP bank account on a daily basis.
- » Pay all correctly presented and agreed adviser invoices (initial and renewal Customer Agreed Remuneration) within 10 working days subject to funds being available.

- » Issue an illustration within 1 working day of the request, where the illustration cannot be performed online by the adviser.
- » Initiate all transfers in within 3 working days once all transfer documentation has been satisfactorily completed.
- » Initiate all transfers out within 3 working days once all satisfactorily completed documentation has been received.
- » Request tax reclaims on qualifying contributions by the 5th of the month following receipt and credit the tax relief to the SIPP bank account within 1 day of receipt of funds from HMRC (normally on 22nd two months later).
- » Pay income monthly, quarterly, bi-annually, annually and also on an ad hoc basis under both Unsecured Income and Alternatively Secured Pension on the last working day of the month, provided we receive 10 working days notice.
- » Deal with any complaint or grievance raised efficiently, acknowledging within 5 working days and delivering a final response or update within 4 weeks.
- » Despatch annual statements and valuation reports to advisers and the SIPP investor in the month in which the anniversary date falls.
- » Process investment contract notes (and update the SIPP records) on the day of receipt.
- » Make our Secure Portal available 24/7 for registered users, with valuations updated daily (where prices are available).
- » Reconcile all investments monthly where there are full electronic datafeeds in place and at least half-yearly in all other cases.

This sets out our best intentions and usual practice, but on occasions it may not be possible to meet them, particularly if we are let down by a third party. Also all commercial property related activity is outside the scope of the above given the specialist nature of the services required.

www.suffolklife.co.uk

Suffolk Life is the trading name of Suffolk Life Pensions Limited (registered in England and Wales number 1180742) and Suffolk Life Annuities Limited (registered in England and Wales number 1011674).

Both companies are authorised and regulated by the Financial Services Authority. Suffolk Life operates and administers self-invested pensions and similar pensions products. The registered address of both companies is 153 Princes Street, Ipswich, Suffolk, IP1 1QJ, United Kingdom.

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Telephone calls to Suffolk Life are recorded for training, monitoring and fact verification purposes.

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THE INTELLIGENT APPROACH