



## The Pointon York Service Charter

We want to ensure that our customers receive the very best in service and below is what you can expect from working with us.

### Pre Sale

Issue SIPP illustration and application pack	Same day
Issue Property Application pack	Same day
Assess suitability of property for a SIPP	Same day

### New Business

New business application processing	1 day
Bank account set up for a new SIPP (instruction to Pensions Bank)	1 day
Acknowledgment of receipt of new application	1 day

### Transfers In

Provider discharge forms signed and returned to previous provider	2 days
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### Investments

Carry out "move money" investment instruction (new or existing investment)	1 day
Set up new bank account / Discretionary Fund Manager Account	1 day
Confirmation of investment made	5 days
Unquoted share evaluation (full completion of application required)	Acknowledge within 1 day Complete within 5 days
Alternative investment evaluation (full completion of application required)	Acknowledge within 1 day Complete within 5 days

### Property

Agreeing property purchase in principle	Same day
Instructing Solicitor on purchase	2 days
Writing to lender with SIPP details	2 days
Completing legal property documents	2 days



## Property

All property enquiries and requests	5 days
Payment of property related invoices	5 days

## Taking Benefits

Initial preparation of drawdown calculations and issuing of quotation and documents	5 days
Pension Commencement Lump Sum (PCLS) Payment	3 days
Process a new income payment and pay income	5 days

## Death Claims

Acknowledgement of notification of death of member	1 day
Death claims general correspondence	5 days
Issuing death options	5 days
Payment of death benefits	5 days

## Valuations

Annual Valuation Report	Within 25 days of renewal
Ad hoc Valuation of SIPP	5 days

## Other Administration

Banking cheques	1 day
Banking queries	5 days
Acknowledging contributions in writing	5 days
General queries	5 days
Technical queries	5 days
Tax reclaim allocated to client account on receipt from HMRC	1 day
VAT reclaim allocated to client account on receipt from HMRC	2 days
IFA Fee Invoice Payment	Maximum three weeks, paid twice monthly

The standards quoted are not guaranteed and may vary from time to time. We will do our best to meet these standards and keep you informed if they can not be met. Work received after 12pm may be treated as being received on the next working day. All of the above Service Levels are quoted assuming that Pointon York have received all of our documentary requirements. As all investments including the audit bank account are held by external companies we are reliant on third parties for information. This may cause a delay in completing some tasks.