



We are committed to delivering a cost effective, personal and high quality pension administration service to meet the needs of all our clients.

In this document we have set out our service standards in working days for the Minerva SIPP, which details our key areas of work. We can provide service standards for other areas on request.

Administration

Processing a new application	<i>2 days</i>
Processing transfer forms	<i>2 days</i>
Illustrations	<i>1 day</i>
Annual Review	<i>within 5 working days of renewal date</i>
Valuations	<i>2 days</i>

Scheme Investments – Property/Land

Agreeing suitability of property/land	<i>2 days</i>
Solicitor instruction	<i>2 days</i>
Surveyor instruction (if required)	<i>2 days</i>
Agreeing funding and suitability of borrowing	<i>2 days</i>
Lender instruction	<i>2 days</i>
VAT election	<i>2 days</i>
Buildings insurance (if instructed)	<i>2 days</i>
Completing legal documentation	<i>2 days</i>
Transferring funds for purchase	<i>same day and at least one working day prior to completion</i>

Scheme Investments – Other

Suitability and funding check	<i>1 day</i>
Completing documentation	<i>1 day</i>
Purchase of quoted equities	<i>same day as soon as practically possible</i>

Banking

Cheques Banked (i.e. contributions; transfers; rent)	<i>same day</i>
Paying out cheques and transfers	<i>same day</i>

Retirement

Benefit Calculation and lump sum payment	<i>2 days</i>
Establishing / amending / ceasing income payment	<i>2 days</i>
Pension payroll	<i>28th day of the month</i>