

DB SSAS

Minimum Service Standards

PSG is committed to providing exceptional levels of service to all its Clients and business partners. As well as going the extra mile to find the right solution for Financial Advisers and their Clients, we have carefully designed our administration systems to ensure that we excel at getting things done, when and how Clients want them done.

This sheet sets out our minimum standard of service, but it should be noted that in many cases we will exceed these processing times and that where we are unable to meet minimum turnaround times, it will be due to circumstances beyond our control. Under such circumstances we will always keep all relevant parties fully informed of progress.

Turnaround time (working days)	Process
3 days	<p>New DB SSAS</p> <p>Processing applications, setting up database records, preparing relevant documentation</p>
Same day 3 - 10 days	<p>Banking</p> <p>Banking all cheques received</p> <p>All other bank related processes e.g. opening accounts, checking bank statements, investigating missing rental payments etc</p>
Same day	<p>Popular investments</p> <p>Purchase/sale of general investments such as Trustee Investment Plans, Unit Trusts, Shares</p>
Same day	<p>Legal documentation – property and loans</p> <p>Contracts, transfer deeds, leases, facility letters, legal charges etc</p>
3 Days	<p>Transfers</p> <p>All requests to transfer funds or assets into or out of the DB SSAS</p>
3 Days	<p>Property purchase transactions, including leases and borrowing</p> <p>Issuing property information schedule and/or borrowing information schedule, liaising with solicitors, lenders, surveyors etc</p>
3 Days	<p>Loan transactions</p> <p>Issuing loan application, preparing the loan agreement and any supplementary documentation, liaising with solicitors and other professional advisers where necessary</p>

Turnaround time	Process
3 Days	<p>Exempt Property Unit Trusts (EPUTs)</p> <p>Arranging for the initial or subsequent investments in an EPUT</p>
3 Days	<p>Requests for information</p> <p>All requests for general information, DB SSAS investments or possible future transactions</p>
3 Days	<p>Correspondence relating payment of benefits</p> <p>Requests for benefits to be paid or benefit calculations</p>
10 Days	<p>Acturial Reports, projections and calculations</p> <p>Preparation of an initial or triennial actuarial reports, interim funding calculations, general projections and calculations</p>

This list is not exhaustive as there are too many individual tasks for us to list them all. However, it is representative of a cross section of tasks that we will carry out on most if not all DB SSASs. **The number of days noted relates to the time we may take, from receipt, to deal with a specific piece of post or a phone call.** It is not a guide to how long the whole process takes, e.g. a property purchase cannot go from an interest to invest to ownership in three days, but we can commit to dealing swiftly with any correspondence relating to the purchase. Service standard timescales are measured from the time at which we are in receipt of all required information and documentation. If you would like to know more about our Service Standards, please call one of the team on 01249 280020; we're here to help.