

MW PENSIONS SERVICE CHARTER

We have based our proposition on the following principles:

- **Client and adviser choice**
- **Quality service**
- **Value for money and transparency**

In support of these principles we must therefore offer our clients some guarantees for service levels and turnaround times.

You and your adviser have a part to play by ensuring that the information supplied is both accurate and complete and that funds are available in accounts for financial transactions. The timings below make this assumption. If for some reason there is a problem with the information supplied we guarantee to tell your adviser the day we receive your paperwork. All references are to working days.

1. **CONFIRMING SIPP SET UP (WELCOME LETTER) – 7 working days from set-up.**
2. **SETTING UP A SIPP BANK ACCOUNT – 5 working days.**
3. **PROCESSING BANKING INSTRUCTIONS – 3 working days.**
4. **PROCESSING INVESTMENT INSTRUCTIONS – same day (funds and necessary paperwork to be readily available).**
5. **PROCESSING TRANSFER APPLICATIONS – sent out on day of receipt if discharge forms available.**
6. **PROCESSING CONTRIBUTIONS – cheque deposit day of receipt.**
7. **TAX RECLAIMS ON CONTRIBUTIONS - 5th of month following receipt. Tax reclaims normally received 21st of month after.**
8. **VAT RETURNS ON VAT-ABLE PROPERTY INVESTMENTS - quarterly from February.**
9. **CONFIRMING TRANSACTION TO ADVISER - on completion.**
10. **PROPERTY PURCHASE PROGRESS UPDATES - on completion.**
11. **TAX FREE LUMP SUM PAYMENTS 3-5 working days from acceptance of quote.**
12. **PENSION PAYMENTS – available 15th month, monthly, quarterly or annually.**
13. **ANNUAL VALUATIONS - within one month of renewal date.**
14. **ROUTINE QUERIES - at the time if possible but within 7 working days.**

(Please note, these timings only guarantee our own responses. Unfortunately we cannot guarantee the response time of other companies. If there is a delay for any reason, we will keep you informed).