

MC Trustees business is administering SIPPs and SSAS

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 within 7 days. 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 Client Agreed Remuneration) within 10 working days subject to funds being available.
- Issue an illustration within 1 working day of the request
- 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.
- Income is paid on the first working day of each month. Provided we receive 10 working days notice we will pay income monthly, quarterly, bi-annually, annually and also on an ad hoc basis.
- 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 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.
- Reconcile all investments monthly where there are full electronic data feeds 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.

MC Trustees Limited