

Our Experience Commitment

Our target experience for all customers

At James Hay, our aim is to establish a reputation for providing an excellent experience for both investors (our customers) and advisers (our professional customers). We strive to deliver an experience that differentiates us from our competition by focusing on the things we know matter most to our customers: Integrity, time and effort, empathy, and resolution. This is delivered to investors through our customer focused teams of Service Executives, and to advisers via our highly trained Business Development Managers.

We have over 40 years of experience in administering pensions, savings and investments. With over £26 billion of customer assets and over 600 employees, we are one of the leading independent providers of our kind.

Customer insight driving our business

As well as understanding that integrity, time and effort, empathy, and resolution are the things that matter most to our customers, we also know the component parts of each of these pillars, required to deliver excellent experiences. With this knowledge, we can measure our actual performance versus our target customer experience, to ensure we adapt to consistently meet the changing demands of our customers, and deliver against what is most important to them.

Ensuring quality

Quality is paramount in everything we do, and we recognise that this sets us apart from our competitors. Across our business, quality is measured in a consistent manner and reported on a weekly basis to the operational management team. This provides opportunity to review operational performance and take action on areas of concern.

Measuring customer experience

We measure the performance of the customer experience we deliver versus our target experience in different ways. To ensure we gain a detailed understanding of how well we are doing, we consistently perform telephone surveying, and to understand overall perceptions of James Hay, we regularly contact our customers by post and email.

Advisers can let their Business Development Manager know how we are doing, and investors can contact their Service Executive Team to feed back their experiences if necessary.

Customer complaints

We communicate fairly and promptly with any customer who is dissatisfied with their experience. Complaints are viewed as a key opportunity to build better relationships with our customers.

James Hay complies with the Financial Conduct Authority's (FCA) rules regarding the handling of customer complaints. Investors may wish to raise a complaint directly with us, or advisers can do so on their behalf. We independently review any complaint we receive to determine what went wrong and what we need to do to prevent its re-occurrence.

Important notes

- As required under the EU's Markets in Financial Instrument Directive (MiFID), James Hay Partnership must set out its policy on receiving and transmitting orders for investments within its products, and how it ensures that it acts in its customers' best interests as a receiver and transmitter of customer orders.

Our Order Transmission Policy can be accessed on our website at www.jameshay.co.uk

- The following timescales are all business days and assume we have received all the required, correctly completed documentation. All services are performed on a 'best endeavours' basis, particularly at seasonal peak periods. James Hay Partnership cannot be held liable for a delay due to unforeseen circumstances or third party delays. Nothing in this document forms or amends the terms and conditions of an individual product, and the above timescales are not contractually binding.

Timescale (following receipt)	Service
Same day	Issuing an instruction to an investment provider for a purchase/sale via the James Hay Investment Centre (where instructed via James Hay Online and before the fund cut off time)
3 days	Acknowledging a single contribution or the set up of a regular contribution
	Requesting a cash transfer into an existing SIPP from the transferring scheme
	Acknowledging receipt of a cash transfer (including full transfer information) received from transferring scheme
4 days (Please refer to the Order Transmission Policy on our website)	Requesting an in-specie transfer into an existing SIPP
	Completing documentation for investment manager to open/close an account
5 days	Issuing an instruction to an investment provider for a purchase/sale (excluding Investment Centre transactions, specialist investments top ups and property)
	Moving money to an appointed investment manager
	Processing new business applications and initiating transfer in requests, where applicable
10 days	Completing benefit calculations and payment of Pension Commencement Lump Sum (if no requirement to confirm risk warnings and cleared funds are available)
	Annuity purchase (if cleared funds are available)
	General enquiries from customers, including the processing of plan data changes
Minimum of 10 days' notice required prior to next payroll run	Completing calculation and full payment of Uncrystallised Funds Pension Lump Sum (assuming cleared funds are available)
15 days	Changing level of pension income
	Completing benefit calculations and payment of Pension Commencement Lump Sum (if no requirement to confirm risk warnings but disinvestment for funds is required)
20 days	Annuity purchase (if disinvestment for funds is required)
	Completing calculation and full payment of Uncrystallised Funds Pension Lump Sum (if disinvestment for funds required)

We are able to provide literature in alternative formats. For a Braille, large print or audio version of this document call us on 03455 212 414 (or via the Tynetalk service on 18001 03455 212 414).

James Hay Partnership is the trading name of James Hay Services Limited (JHS) (registered in Jersey number 77318); IPS Pensions Limited (IPS) (registered in England number 2601833); James Hay Administration Company Limited (JHAC) (registered in England number 4068398); James Hay Pension Trustees Limited (JHPT) (registered in England number 1435887); James Hay Wrap Managers Limited (JHWM) (registered in England number 4773695); James Hay Wrap Nominee Company Limited (JHWNC) (registered in England number 7259308); PAL Trustees Limited (PAL) (registered in England number 1666419); Santhouse Pensioner Trustee Company Limited (SPTCL) (registered in England number 1670940); Sarum Trustees Limited (SarumTL) (registered in England number 1003681); Sealgrove Trustees Limited (STL) (registered in England number 1444964); The IPS Partnership Plc (IPS Plc) (registered in England number 1458445); Union Pension Trustees Limited (UPT) (registered in England number 2634371) and Union Pensions Trustees (London) Limited (UPTL) (registered in England number 1739546). JHS has its registered office at 2nd Floor, Gaspé House, 66-72 Esplanade, St Helier, Jersey, JE1 1GH. IPS, JHAC, JHPT, JHWM, JHWNC, SPTCL, SarumTL, IPS Plc, PAL, STL, UPT and UPTL have their registered office at Dunn's House, St Paul's Road, Salisbury, SP2 7BF. JHAC, JHWM, IPS and IPS Plc are authorised and regulated by the Financial Conduct Authority. The provision of Small Self Administered Schemes (SSAS) and trustee and/or administration services for SSAS are not regulated by the FCA. Therefore, IPS and IPS Plc are not regulated by the FCA in relation to these schemes or services. (04/19)