

This communication is intended for qualified financial advisers only and should not be relied upon by anyone else.

This is all about

Setting a new standard in the SIPP market

from Standard Life



Why Standard Life for Commercial Property

As an award winning SIPP provider, we aim to make purchasing commercial property as simple, efficient and safe as possible for our customers. With this in mind, we continuously review and improve our processes to ensure that our proposition continues to meet customer needs in a number of key areas.

1

Helping to manage the risk

2

Avoiding unnecessary costs and delays

3

Keeping customers informed

1 Helping to manage the risk

There are several elements of a commercial property purchase where risk may exist for the customer. For example, legal contracts and documentation could be prepared incorrectly by a solicitor or lender unfamiliar with the particular regulatory requirements of pension schemes. Additionally, a property could be purchased without the customer being aware of existing environmental liabilities (which could ultimately put the customer's fund at risk or render the property difficult or impossible to sell).

Working closely with our selected business partners, we have taken suitable steps to help manage such risks and we deal with a wide range of property transactions, including complex syndicate purchases. Our aim is to maximise your client's investment income by avoiding any unnecessary costs and exposure to claims against their pension fund.

We demonstrate this by:

- Using an Environmental Surveyor to screen properties at outset, ensuring that they do not carry any significant environmental risks.
- Using an experienced Solicitor to manage the risks associated with buying a property. This ensures that all legal contracts and documentation are prepared in accordance with pensions legislation, avoiding delays and potential problems further down the line.
- Structuring the lease correctly to ensure that landlord and tenant obligations are clear.
- Providing specialist technical and legal support throughout the property purchase process.
- Using a property manager to ensure day-to-day issues are identified and managed efficiently and effectively.
- Using processes designed to ensure that legal or regulatory issues are brought to the attention of the SIPP customer and/or tenant early so that the appropriate action can be taken (e.g. rent reviews, lease renewals, licenses for application and serving notices).
- Providing services (if required) through our Property Manager to help our SIPP customers maximise their investment.

2 Avoiding unnecessary costs and delays

When buying a property there are a number of stages that must be followed and a number of parties who must be involved. In our experience, there is a high potential for unnecessary costs and delays when the various parties involved are unfamiliar with each others' working practices and requirements. As such, we've spent considerable time agreeing standardised processes and documentation with our selected group of business partners, ensuring that property transactions can be concluded as quickly and efficiently as possible.

We demonstrate this by:

- Working with our business partners to ensure that work is carried out correctly and in a timely fashion.
- Designing our processes in a systematic way with key stages to avoid commissioning unnecessary work.
- Constantly seeking to improve our award-winning service levels.
- Providing a core level of services to our customers and the freedom to choose any additional services, if required.
- Only taking charges as the customer reaches each stage of the process, rather than charging for everything up front.
- Ensuring that our business partners communicate effectively with each other at each stage of the process to ensure that the transaction moves along in a smooth and integrated fashion.

3 Keeping customers informed

At each stage of the property purchase, we will update our customers on progress. We will make them aware of any issues and set an expectation of time and costs – ensuring there are no surprises

We demonstrate this by:

- Keeping our customers informed of progress, providing options and clarity on costs at each stage of the process.
- Providing customers with a single point of contact to ensure consistency throughout the acquisition process.
- Giving customers direct contact with our business partners if they wish.
- Engaging business partners with brand values and a reputation for customer service similar to our own.
- Providing clear and simple documentation throughout the acquisition process.
- Providing a simple and easy to understand charging structure.

Contact details

For more information on purchasing commercial property with Standard Life, please telephone our SIPP Customer Centre on **0845 0845 000** (option 3) and ask to speak to one of our SIPP property administrators (call charges may vary). Calls may be recorded/monitored to help us improve our service. Alternatively, you can email us at sipp_property@standardlife.com

How others see us

Money Marketing Awards

Voted Company of the Year – 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2007, 2008 and 2009

Voted Best Pension Provider – 2004, 2005, 2006, 2007, 2008 and 2009

Financial Adviser Life & Pensions Awards

SIPP Provider of the Year – 2005

SIPP/SSAS Provider of the Year – 2006, 2007, 2008 and 2009

Best Income Drawdown Provider - 2007, 2008 and 2009

Financial Adviser Service Awards

Voted 4 Star Life and Pensions Provider – 2009

Financial Technology Research Centre (FTRC)

e-Excellence Award “eee” Rating for SIPP and Specialist SIPP 2008 and 2009

IFA’s preferred SIPP Provider - Defaqto’s Annual Survey

Source: Defaqto SIPP report June 2009 - Bridge over Troubled Water

Pensions
Mortgages
Savings
Investments
Healthcare
Insurance

Speak soon.

If you'd like more information on the products in this booklet, or if there's anything more about Standard Life we can help you with, just call us on this number, or visit our website. Call charges may vary and your call may be recorded or monitored to improve our service.

0845 0845 000

www.standardlife.co.uk

Products provided by subsidiaries of Standard Life plc or other specified providers.

Standard Life Assurance Limited*, registered in Scotland (SC286833), Standard Life House, 30 Lothian Road, Edinburgh EH1 2DH is the Provider and Scheme Administrator of the Standard Life Self Invested Personal Pension Scheme. Standard Life Trustee Company Limited, registered in Scotland (SC076046), also Standard Life House, is the Trustee. Telephone (0131) 225 2552. Calls may be recorded/monitored.

*Authorised and regulated by the Financial Services Authority www.standardlife.co.uk

SLSIP80 1209 PDF ©2009 Standard Life (images reproduced under licence)