CURTIS BANKS

OUR SERVICE CHARTER

APPROVED FOR ADVISER USE | JUNE 2025

THIS IS NOT A CONSUMER ADVERTISEMENT. IT IS INTENDED FOR PROFESSIONAL FINANCIAL ADVISERS AND SHOULD NOT BE RELIED UPON BY PRIVATE CUSTOMERS OR ANY OTHER PERSONS

This document summarises the service levels that you can expect when submitting new business to Curtis Banks. In order for us to achieve the below, we require fully completed application forms and any supporting documents in all scenarios.

New applications

New applications	Service levels
Plan is established	Day 1 (applications received before 12pm)
Welcome call from the New Business Team	Day 1
Contributions are applied	Day 2
Transfer requests initiated and investment account setup requested	Day 4
Welcome pack is sent to you	Day 4
Cooling off notice sent to client	Day 4

Investing

Investing	Service levels
Cash moved	Day 4
Direct deals are placed*	Day 4

* The requirements for a direct deal can change per provider, therefore please ensure the correct paperwork is provided.

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Drawing benefits

Drawing benefits	Service levels
Drawdown form received	Day 1
Audited valuation requested from our Client Reporting team and additional requirements requested	Day 2
Audited valuation completed*	Day X
PCLS payment made	Day X + 1 day (pending sufficient cash in SIPP account)
Regular income payment	Last working day of the month
Adhoc income payment	Any working day

* Length of time is dependent upon investments held.

Auto adviser charging (for Your Future SIPP only)

Auto adviser charging	Service levels
Transfer received	Day 1
Adviser fee paid by BACs	Day 2 (following receipt of transfer and completion paperwork from ceding scheme)
Confirmation email sent	Day 3

We settle initial and adhoc adviser charges in addition to regular adviser charging.

Contact Details

There are a number of ways you can contact and work with Curtis Banks:

Specialist teams	
Business Development Manager (BDM)	We have Business Development Managers across the country that aim to make placing business with us as easy as possible. You'll have a direct line to your BDM who has a wide understanding of the market and our business.
SIPP Support team	We have a dedicated customer service team to answer your **how to** questions and any general queries you have. The team pride themselves on their wide knowledge of the business and they can also direct you to one of our servicing teams. To speak to one of the team call 0370 414 7000 or email them at sippsupportteam@curtisbanks.co.uk.
Sales Support team	Our sales Support team is available to assist with pre-sale illustration requests and queries.
Our secure portal	You can make money movements to and from Investment Manager accounts and benefit from our Secure Messaging functionality.

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Dedicated servicing teams	We have customer service focused staff with knowledge of the pension industry, supported by CII qualifications. Contact details for our servicing teams can be found on the contact us page on our website.
Property investments	For information on purchasing a commercial property, our Sales Executive, Nick Giles is available 5 days a week during business hours, to discuss potential new property enquiries and give an indication if a property would be acceptable within our SIPP. To speak to Nick call 07909 115614 or email nick.giles@nucleusfinancial.com. For further details, the Curtis Banks Property Guide is located on our website: www.curtisbanks.co.uk.

We look forward to hearing from you.