

# Performance and Service Level Agreement

The purpose of this document is to set out our performance and service level agreements (SLAs) for the administration of your plan.

Performance is measured on a quarterly basis. It is important to note that these SLAs are not contractually binding on any party.

Service description	Service level*	Measure
<b>1. New business</b>		
1.1 Issue policy for new members submitted through ZIO	95% within 5 working days of receiving all member data and first contribution.	Excludes delays due to incorrect or incomplete instructions.
<b>2. General servicing</b>		
2.1 Ad-hoc valuation	Available on Zurich International online (ZIO).	Website available 24/7.
2.2 Respond to a query through Zurich HelpPoint team	95% within 3 working days of receipt.	'Responded to' means a receipt confirmation or to clarify understanding of query along with expected timescale for resolution.
2.3 Online switch	Available on ZIO.	Website available 24/7.
<b>3. Lifestyle/fixed strategy changes</b>		
3.1 Lifestyle/fixed strategy changes	95% within 10 working days.	This excludes strategy changes requiring new fund approval. Timing to be agreed on a case by case basis.
<b>4. Contribution allocation</b>		
4.1 Allocate regular and ad-hoc contributions	95% within 5 working days of receiving valid contribution instructions and anti money documentation.	Members may not see the contribution to their policies within the SLA timeframe due to the settlement periods applicable to the purchase of underlying investment units with the funds contributed.
<b>5. ZIO leaver notifications</b>		
5.1 Send details of the options available to a member upon leaving employment	95% within 3 working days of leaver information submitted successfully through ZIO.	Leaver notifications submitted through ZIO only.

Service description	Service level*	Measure
<b>6. Withdrawals</b>		
6.1 Acknowledge withdrawal request and provide details of any outstanding items	95% acknowledged within 5 working days of receiving withdrawal documents.	All cases regardless of completeness.
6.2 Issue payment instructions	95% within 7 working days of the later of the withdrawal review or receiving (a) a fully completed withdrawal form, (b) acceptable and certified documents establishing the member's identity and place of residence (c) details of all tax reporting reference numbers and (d) trustee authorisation (where required).	The seven day SLA is the time it takes for Zurich to process the withdrawal paperwork. Other factors, outside of Zurich's control, may extend the overall end to end time. These factors include trustee authorisation (1-5 working days), the sale of underlying investment units (1-5 working days) and the bank transfer (5-7 working days). These periods are not included in our SLA. The member will typically receive their funds 6-12 working days after we have issued our payment instructions.
<b>7. Complaints handling</b>		
7.1 Acknowledgement	100% within 2 working days of receiving the complaint.	Communicated via email (and telephone where appropriate).
7.2 Resolution/update on progress	100% within 5 working days of the date of initial acknowledgement.	Communicated via email (and telephone where appropriate).
<b>8. ZIO</b>		
8.1 Create new ZIO Administrator (including new authorisations)	95% within 5 working days of receiving a fully completed application form.	Excludes delays due to incorrect or incomplete information.
8.2 Reporting	Available on ZIO.	Website available 24/7.  This excludes additional reports requested on an adhoc basis.
8.1 Reset ZIO user password	95% within 3 working days of receiving reset request.	Assumes member can be identified from the information provided in the reset request.

\* calculated from the working day after receipt, where applicable. We review transactions that are not completed within the SLA period and, where applicable, make the necessary adjustments to ensure members are not financially disadvantaged.

## Important information

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The protection only applies to the solvency of Zurich International Life Limited and does not extend to protecting the value of the assets held within any unit-linked funds linked to your plan.

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