

# Standard Life contact list

## www.adviserzone.com



This is intended for use by financial advisers only.

Please note that call charges may vary for 0845 numbers quoted. We can't guarantee that we'll receive any e-mail sent, or that it hasn't been tampered with or intercepted during transmission.

### Edinburgh Centralised Intermediary Sales

**Website** www.adviserzone.com  
**Phone** 0845 272 6622  
**Email** edinburgh\_cis@standardlife.com  
**Open** Mon to Fri 09:00 to 17:00

### Sales Quotes Centre

**Phone** 0845 279 8899  
**Fax** 0131 246 6285  
**Email** sales\_quotes@standardlife.com  
**Open** Mon to Fri 09:00 to 17:00

### Platform Customer Centre

SIPP Customer Centre  
**SIPP Customer Centre (Quotes & Queries)**  
**Phone** 0845 084 5000 followed by,  
 New Business Quotes 1 then 1  
 Additional Payments 1 then 2  
 New Business Chasers 1 then 3  
 Trades 2 then 1  
 Drawdown 2 then 2  
 General Servicing 2 then 3  
 Property Option 3  
 Claims or Transfers Option 4  
**Fax** 0131 245 3221  
**Email** sipp\_customercentre@standardlife.com  
**Post** SIPP Customer Centre  
 Standard Life Assurance Limited  
 Dundas House  
 20 Brandon Street  
 Edinburgh, EH3 5PP  
**Open** Mon to Fri 09:00 to 17:00

WRAP Customer Centre  
**Phone** 0845 279 1001  
**Fax** 0131 246 6809  
**Email** wrap\_servicing@standardlife.com  
**Post** WRAP Customer Centre  
 Standard Life Assurance Limited  
 Dundas House  
 20 Brandon Street  
 Edinburgh, EH3 5PP  
**Open** Mon to Fri 08:00 to 17:30

### Corporate Pensions

**Phone** 0845 606 0075 (GPP/GShp/GPP Flex 'K' numbers)  
 0845 606 0086 (CIMP H8 & H9 numbers)  
**Fax** 0131 245 5620  
**Email** corppen\_service@standardlife.com  
**Post** Scanning Unit  
 Standard Life Assurance Limited  
 Corporate Pensions  
 Unit 2, 1 Baileyfield Crescent  
 Edinburgh, EH15 1ET  
**Open** Mon to Fri 09:00 to 17:00

### Standard Life International

**Phone** 0845 300 4273  
**Fax** 0035 314 754025  
**Email** new\_business\_team@slinternational.ie  
 service@slinternational.ie  
**Post** Scanning Unit  
 Standard Life International Limited  
 Unit 2  
 1 Baileyfield Crescent  
 Edinburgh, EH15 1ET  
**Open** Mon to Fri 09:00 to 17:00

FundZone Customer Centre  
**For Accounts starting with SP**  
**Phone** 0845 279 2002  
**Fax** 0131 246 6273  
**Email** fundzone\_servicing@standardlife.com  
**Post** FundZone Customer Centre  
 Standard Life Assurance Limited  
 Dundas House  
 20 Brandon Street  
 Edinburgh, EH3 5PP  
**Open** Mon to Fri 09:00 to 17:00

### Adviserzone on-line tools

#### New Business

- **Quotes**  
(to quote and re-quote for your client)
- **Online New Business**  
(to apply online on behalf of your client)
- **Tracking**  
(Individual & Bulk allows you to keep up to date with your clients policies)

#### Servicing

- **Client View**  
(to value, track, switch and service)
- **GroupPensionZone**  
(for Group Pension Products)
- **Bulk Data Download**  
(request downloads of your client's product information)
- **Commission Service**  
(commission statements & information)
- **Electronic Policy Servicing**  
(Healthcare)
- **FundZone**  
(Standard Life's platform for mutual funds)

#### Tools

- **Risk Assessment Questionnaire**  
(to help you establish your client's risk tolerance level)
- **Portfolio Planner**  
(to help recommend an appropriate investment mix)
- **Client Planner**  
(to help you create a financial plan for your client that can alter and change to suit your clients needs)

### New Business Processing

**Phone** 0845 606 0140  
**Email** newbusiness\_ops@standardlife.com  
**Post** Life and Pension Processing & Queries  
 Standard Life Assurance Limited  
 Scanning Department  
 Unit 2, 1 Baileyfield Crescent  
 Edinburgh, EH15 1ET  
**Open** Mon to Fri 09:00 to 17:00

**Email** sales\_ecommerce@standardlife.com  
**adviserzone helpdesk**  
**Phone: 0845 606 0036**

Adviserzone is Standard Life's dedicated extranet site for UK financial advisers. The tools and services on adviserzone help support you in the sales process.

To use our tools and services you will have to register. To register:

- Go to [www.adviserzone.com](http://www.adviserzone.com) and click "register" at the top of the homepage.
- You can register with an existing Unipass Certificate or register to receive a user ID and password. (Your user ID will be emailed to you and your password sent to you by post.)
- You will need your account number (agency code) to register.

# Standard Life contact list, who else can help

[www.adviserzone.com](http://www.adviserzone.com)



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## Annuity Pension Payments

**Phone** 0845 606 0007  
**Fax** 0131 246 2275  
**Email** [service\\_annuity@standardlife.com](mailto:service_annuity@standardlife.com)  
**Post** Annuity & Pension Payments  
Standard Life Assurance Limited  
1 Exchange Crescent  
Conference Square  
Edinburgh, EH3 8RA  
**Open** Mon to Fri 09:00 to 17:00

## Commission

**Phone** 0845 606 0006  
**Fax** 0131 246 2275  
**Email** [info\\_commission@standardlife.com](mailto:info_commission@standardlife.com)  
**Post** Commission Department  
Standard Life Assurance Limited  
Dundas House  
20 Brandon Street  
Edinburgh, EH3 5PP  
**Open** Mon to Fri 09:00 to 17:00

## Executive Pensions Servicing

**Phone** 0845 606 0008  
**Fax** 0131 245 3224  
**Email** [service\\_epp@standardlife.com](mailto:service_epp@standardlife.com)  
**Post** Executive Pensions Servicing  
Standard Life Assurance Limited  
1 Exchange Crescent  
Conference Square  
Edinburgh, EH3 8RA  
**Open** Mon to Fri 09:00 to 17:00

## Individual Personal Pensions/Stakeholder

**Phone** 0845 606 0012  
**Fax** 0131 245 3224  
**Post** Personal Pensions Servicing  
Standard Life Assurance Limited  
1 Exchange Crescent  
Conference Square  
Edinburgh, EH3 8RA  
**Open** Mon to Fri 09:00 to 17:00

## Life Premium Servicing

**Phone** 0845 606 0001  
**Fax** 0131 245 3229  
**Post** Life Premium Servicing  
Standard Life Assurance Limited  
Dundas House  
20 Brandon Street  
Edinburgh, EH3 5PP  
**Open** Mon to Fri 09:00 to 17:00

## Life Policy Servicing

**Phone** 0845 606 0002  
**Fax** 0131 245 3229  
**Post** Life Policy Servicing  
Standard Life Assurance Limited  
Dundas House  
20 Brandon Street  
Edinburgh, EH3 5PP  
**Open** Mon to Fri 09:00 to 17:00

## Personal Pension Claims

**Phone** 0845 606 0013  
**Fax** 0131 245 6260  
**Email** [claims\\_ppp@standardlife.com](mailto:claims_ppp@standardlife.com)  
**Post** Personal Pension Claims  
Standard Life Assurance Limited  
1 Exchange Crescent  
Conference Square  
Edinburgh, EH3 8RA  
**Open** Mon to Fri 09:00 to 17:00

## Standard Life Healthcare

**Phone** 0845 602 3443 (Individual)  
0845 602 3556 (Corporate)  
**Fax** 0845 602 3662  
**Email** [slhc\\_intsales@standardlifehealthcare.com](mailto:slhc_intsales@standardlifehealthcare.com)  
**Post** Standard Life Healthcare Limited  
Marshall Point  
4 Richmond Gardens  
Bournemouth, BH1 1JD  
**Open** Mon to Fri 0800 to 19:00  
Sat 09:00 to 13:00

## Standard Life Investments

**Phone** 0845 279 3003  
**Fax** 0131 5259720  
**E-mail** [cit\\_mutual@standardlife.com](mailto:cit_mutual@standardlife.com)  
**Post** Standard Life Investments  
1 George Street  
Edinburgh, EH2 2LL  
**Open** Mon to Fri 09:00 to 17:00

The adviserzone can help you to speed up the sales process by offering online new business quotes for most of our Life & Pensions products. Bulk Data Download is an easy way of ensuring your client records are up to date. Many back office systems can now accept our files to update your records. The Commission Service will show you the amount of commission you are due, when it's to be paid and the policies it relates to.

**Email** [sales\\_ecommerce@standardlife.com](mailto:sales_ecommerce@standardlife.com)

**adviserzone helpdesk**  
**Phone 0845 606 0036**