

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.

Pre Sales and Intermediary Support

South Central Business Centre

Website www.adviserzone.com

Phone 0208 622 8240
0208 622 8200

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

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

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

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 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

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Annuity Pension Payments

Phone 0845 606 0007
Fax 0131 246 2275
Email 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
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
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
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
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
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

adviserzone helpdesk
Phone 0845 606 0036