

Frequently asked questions

Why are you selling the Platinum businesses?

We believe the sale of the businesses to a provider whose core business focus is the provision of bespoke SIPP and SSAS products is in the best long-term interests of customers.

The sale will enable our management team to focus on our core platform business and growth strategy, providing low-cost, simple investment solutions across both the advised and direct-to-consumer platform markets.

Why have you chosen InvestAcc?

InvestAcc is a specialist, award-winning provider with over 13,000 customers and £5bn assets under administration, an experienced management team and a proven record of strong customer service, delivering bespoke SIPP and SSAS services to customers and authorised Financial Advisers for more than twenty years.

InvestAcc is part of InvestAcc Group, a publicly listed company on the London Stock Exchange. InvestAcc Group has an exciting acquisitive strategy to build the UK's leading specialist pensions administration business and is committed to the investment required to meet the evolving needs of bespoke SIPP and SSAS customers and regulatory expectations.

You can learn more about InvestAcc at investaccpensions.co.uk/platinum or in the enclosed leaflet if we've written to you by letter.

Do I need to do anything now?

No, you don't need to do anything. Our service will continue as normal with the same points of contact you're used to and we'll let you know once all accounts have moved safely and securely to InvestAcc.

When will my SIPP or SSAS move to InvestAcc?

We're working closely with InvestAcc to plan the transition of all accounts and administration to them. We expect the process will complete in the second half of 2025, and we'll let you know as soon as we are able to provide more details.

Are the investments and cash held in my SIPP or SSAS safe and secure?

Yes, moving the schemes to InvestAcc will not affect the investments in your SIPP or SSAS. You will continue to have the same access to your investments, which are still held safely and securely for the benefit of your scheme. Our dedicated professional trustee companies are not changing and will continue to hold all investments as joint trustees following the move to InvestAcc.

Will there be any changes to the service or charges?

We won't make any changes other than to apply our usual annual increases or change the interest rates that we pay on cash holdings.

InvestAcc already operate SIPP and SSAS products on very similar basis to us and intend to continue to operate the Platinum products on the same basis you're used to, so you shouldn't notice any change.

Can I still make new contributions, transfers and investments, or take lump sums and income payments?

We will continue to accept and process all new instructions as usual. It is possible that some instructions received shortly before the actual move may be delayed briefly until immediately after the administration services have been safely moved to InvestAcc, and we'll tell you if that's the case. We'll only do that where we and InvestAcc agree, and we'll each ensure that your instruction is passed safely to InvestAcc and processed as soon as possible.

Can my adviser(s) continue to be involved in running my SIPP or SSAS?

Yes, InvestAcc have a long history of supporting authorised Financial Advisers and their clients, as well as working with other professional advisers to SSAS customers, such as accountants and solicitors, and they will continue to work with your appointed adviser(s).

How do I access information about my pension?

Until the move to InvestAcc takes place, you can still access information about your SIPP or SSAS by contacting us in the usual way. We and InvestAcc will contact you at the appropriate time with more information about how you will be able to access information and support for your SIPP or SSAS after it has moved to them.

What if I still have questions?

You can still contact us as usual until the move to InvestAcc has completed. Our administration teams can answer most questions about the process, but please remember that we can't provide you with financial advice.

If you aren't sure what this move might mean for you, we encourage you to speak to an independent financial adviser. If you don't already have an adviser and you want advice or additional guidance, the following independent services can help you find one:

FCA Register – <https://register.fca.org.uk/s/>

Unbiased – <https://www.unbiased.co.uk/>

Vouchedfor – <https://www.vouchedfor.co.uk/>

Personal Finance Society – <https://www.thepfs.org/yourmoney/find-an-adviser/>

MoneyHelper – <https://www.moneyhelper.org.uk/en>

Can I transfer my SIPP to a new provider?

As always, you can ask to transfer your benefits to another provider of your choice at any time, irrespective of the move to InvestAcc. For more information about your options, please contact us.

Can we change our SSAS provider?

Our Terms of Business and the Trust Deed and Rules provide options to move to an alternative administration provider or another Professional Trustee, or both, at any time, irrespective of the move to InvestAcc. For more information about your options, please speak to your usual AJ Bell contact.