

Scheme support

Find the right support to assist you with your query



Item	Description	Online	Email	Telephone
Ongoing administration Existing business	<ul style="list-style-type: none"> General enquiries (Scheme details, Valuations, MI, Commission queries, Bulk data, fund switches) 	Refer to the Service Directory on www.adviserzone.com	service_gp@standardlife.com	0345 60 60 075
Good to Go Pre-sale	<ul style="list-style-type: none"> New business enquiry Proposition support Quote and apply 	www.adviserzone.com/goodtogo	goodtogo_pensions@standardlife.com	0345 268 8478 (Option 1)
Good to Go Post-sale	<ul style="list-style-type: none"> Submission of first joiners Submission of first payments Support of communication 	www.grouppensionzone.com	implementation_team@standardlife.com	0345 600 2861 (Option 2)
New scheme implementations Other	<ul style="list-style-type: none"> Check progress of implementation Submission of first joiners Submission of first payments 	www.grouppensionzone.com	implementation_team@standardlife.com	0800 634 7858
Auto enrolment support Still to stage (upgrade SL schemes)	<ul style="list-style-type: none"> How to make your existing scheme compliant Upgrade journey Existing scheme treatment 	www.grouppensionzone.com	implementation_team@standardlife.com	0345 278 5644
Taking cash/drawdown	<ul style="list-style-type: none"> Taking Tax Free Cash (TFC) Full encashment Partial encashment Setting up drawdown 	www.adviserzone.com	<p>TFC - Expert Centre (for guidance) sl_direct@standardlife.com</p> <p>sipp_drawdown@standardlife.com</p> <p>Or for small pots/triviality for Occupational Pension Claims (OPC) opc_claims@standardlife.com</p>	<p>0345 279 8866 (Expert Centre) 0345 0845 000</p> <p>Full encashment – (Option 2, Option 4) or Partial/Drawdown (Option 2, Option 1) For OPC 0345 60 60 027</p>
Group Pension Zone support	<ul style="list-style-type: none"> General enquiries (passwords, new users) 	www.grouppensionzone.com	csd_ecommerce@standardlife.com	0345 60 60 092
Adviserzone support	<ul style="list-style-type: none"> Online troubleshooting 	www.adviserzone.com	sales_ecommerce@standardlife.com	0345 60 60 036