

# Wrap contact guide

Find the right support to help with your query

For financial adviser use only

Please have your client's plan number (if applicable) ready when contacting us.

Wrap platform enquiries			
Product	Email address	Telephone details	Phone line hours
Existing Wrap platform users	wrap_servicing@standardlife.com	0345 279 1001	Monday to Friday 0900 – 1730
		Option 1: International Portfolio Bond	
		Option 2: Wrap SIPP Drawdown	
		Option 3: All Other Wrap SIPP Enquiries	
		Option 4: Wrap Access	
		Option 5: Discretionary Manager Model Portfolio Investments	
		Option 6: Anything Else	

Fundzone enquiries			
Product	Email address	Telephone details	Phone line hours
FundZone (SP number only)	fundzone_servicing@standardlife.com	0345 279 2002	Monday to Friday 0900 – 1700

Discretionary Fund Manager enquiries			
Product	Email address	Telephone details	Phone line hours
Discretionary Fund Manager (DFM)	Hub_Servicing@standardlife.com	0345 850 8985	Monday to Friday 0900 – 1700

Adviser Account and Sales Support			
Product	Email address	Telephone details	Phone line hours
Adviser Accounts	info_commission@standardlife.com	0131 245 2674	Monday to Friday 0900 – 1700

Sales Enablement	London_distribution@standardlife.com	0345 279 2000	Monday to Friday 0900 – 1700
	North_distribution@standardlife.com	0345 279 2000	Monday to Friday 0900 – 1700
	South_distribution@standardlife.com	0345 279 2000	Monday to Friday 0900 – 1700
	SNI_distribution@standardlife.com	0345 279 2000	Monday to Friday 0900 – 1700
	Midlands_distribution@standardlife.com	0345 279 2000	Monday to Friday 0900 – 1700

Telephony Distribution	telephony_distribution@standardlife.com	0345 272 6622	Monday to Friday 0900 – 1700
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Website support	
Adviserzone (Registration, user profile, use of the site)	sales_ecommerce@standardlife.com
Adviserzone reset password	adviser_registration@standardlife.com

Wrap LOA's	
	Wrap_servicing@standardlife.com

## Key literature

**Wrap66** – Client T&Cs – signature page only required

**SLsip36** – Nomination of death benefits

**Wrap15** – Direct debit mandate

**Wrap14** – Your adviser's wealth management service

**Gen2596** – Defined benefit transfer form

## Payment information

- Cheques and Bank details – always quote WP number and client name as the reference

## For ISA, Personal Portfolio, Onshore and Offshore Bond payments

Cheques made payable to Standard Life Savings

Sort Code: **40-03-28** (HSBC 31 Holborn, Holborn Circus)

Account Number: **02288311**

Account Name: Standard Life Savings

## For SIPP payments

Cheques made payable to Standard Life Assurance

Sort Code: **40-03-28** (HSBC 31 Holborn, Holborn Circus)

Account Number: **42288230**

Account Name: Standard Life Assurance (for SIPP payments)

## Standard Life – all general correspondence

Standard Life  
Dundas House  
20 Brandon Street  
Edinburgh EH3 5PP

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