

Service Level Agreement  
Collegia Partners Limited



# Service Level Agreement

## 1. Interpretation

The following definitions and rules of interpretation apply in this schedule.

### 1.1 Definitions:

**Fault:** failure of the Collegia systems to operate in all material respects in accordance with the Relevant Terms & Conditions.

**Relevant Terms & Conditions:** for members of the Collegia pension scheme, the Individual Terms & Conditions, for employer and advisors the Employer and Advisor Terms & Conditions. These documents can be found here.

**Support Request:** request made by a member of the Collegia scheme, participating employer or advisor with regards to a Fault.

## 2. Support Services

2.1 In case you struggle to access Collegia's services or believe there's a Fault occurring, you can raise a Support Request via:

(a) E-mail: by sending an e-mail to [hello@collegia.co.uk](mailto:hello@collegia.co.uk);

(b) Chat: by sending a message via the chat functionality inside the Collegia app, Collegia Employer Dashboard or Collegia Advisor Dashboard; and

(c) Telephone: by calling us at 01865 416076, from 9:00 to 17:30 during business days.

## 3. Service Levels

3.1 Collegia will endeavour to solve 90% of the Support Requests in 2 business days and all Support Requests within 10 business days.

3.2 Collegia shall prioritise all Support Requests based on its reasonable assessment of the severity level of the Fault reported; and

3.3 Collegia shall give the regular updates of the nature and status of its efforts to correct any Fault.

3.4 In case you are not satisfied with how Collegia dealt with your Support Request, you can raise a complaint. For further information please refer to the Collegia Complaints Policy, which can be accessed [here](#).