**SPS Certificates Issued Between 31st March and 12th April**

We introduced changes to applications for SPS certificates at the end of March, in response to changes with the Senior Managers and Certification Regime.

As a result of these changes, we have become aware that some certificates have the wrong expiry date printed on them. This issue applies to a minority of certificates issued between 31st March and 12th April. Overall, we estimate that this has affected around 200 advisers.

As soon as we became aware of the problem we stopped issuing certificates automatically, and issued certificates manually instead within the agreed service standard of seven working days.

We found the cause of the problem with the automatic system within 24 hours and have implemented a solution which has allowed automatic testing to recommence. We are also reviewing all the certificates sent during the period from the 31st March and 12th to April and will issue new certificates to members where necessary.

If any advisers have any concerns over their SPS certificates, they should contact our Customer Services department, who will be able to help them.