

Investment Bond Service Ratings 2019



Provider	2019 Satisfaction score	2019 Service Rating	2018 Satisfaction score	2018 Service Rating
Transact (Isle of Man)	84.2%	Gold	78.2%	Gold
Transact (UK)	82.7%	Gold	82.0%	Gold
Utmost Wealth Solutions (Ireland)	80.2%	Gold	69.6%	Bronze
HSBC Life (UK)	75.7%	Gold	n/a	n/a
Utmost Wealth Solutions (Isle of Man)	75.6%	Gold	72.8%	Silver
Canada Life (UK)	75.2%	Gold	82.9%	Gold
Canada Life International Assurance (Ireland)	74.5%	Gold	74.6%	Gold
Standard Life International (Ireland)	74.0%	Gold	75.5%	Gold
Old Mutual Wealth (UK)	72.9%	Silver	69.9%	Bronze
Prudential (UK)	72.5%	Silver	71.9%	Silver
Standard Life (UK)	72.4%	Silver	78.7%	Gold
Legal & General (UK)	72.0%	Silver	66.4%	Bronze
Prudential International (Ireland)	70.5%	Silver	68.5%	Bronze
Canada Life International (Isle of Man)	67.2%	Bronze	77.0%	Gold
Aviva Life & Pensions (UK)	65.1%	Bronze	70.3%	Bronze
Old Mutual International (Ireland)	59.7%	Bronze	n/a	n/a
Old Mutual International (Isle of Man)	58.6%	Bronze	63.8%	Bronze
True Potential (Offshore)	57.1%	Bronze	n/a	n/a

Please note:

Providers not listed above were either not rated because the feedback on their service did not meet the minimum required or we received an insufficient number of responses for the provider.