

Pension Service Ratings 2019



Provider	2019 Satisfaction score	2019 Service Rating	2018 Satisfaction score	2018 Service Rating
Transact	86.2%	Gold	84.4%	Gold
Parmenion Capital Partners	85.2%	Gold	84.8%	Gold
Zurich	83.5%	Gold	81.2%	Gold
Wealthtime	83.4%	Gold	83.1%	Gold
Royal London	82.7%	Gold	81.1%	Gold
Talbot and Muir	82.5%	Gold	n/a	n/a
Old Mutual Wealth	82.3%	Gold	77.4%	Silver
Elevate	81.3%	Gold	n/a	n/a
Nucleus Financial Group	79.7%	Gold	76.3%	Silver
Standard Life (excluding Elevate or Parmenion)	79.3%	Gold	79.9%	Gold
Scottish Widows	78.2%	Gold	80.1%	Gold
AJ Bell	76.6%	Silver	78.8%	Silver
LV=	73.4%	Silver	76.6%	Silver
Canada Life	71.8%	Silver	77.8%	Silver
Prudential	71.3%	Silver	72.4%	Bronze
Fidelity Personal Investing/Funds Network	65.8%	Bronze	77.9%	Silver
Aegon (including Cofunds)	60.7%	Bronze	72.0%	Bronze
James Hay Partnership	60.0%	Bronze	74.7%	Silver
Aviva Life & Pensions	57.1%	Bronze	74.2%	Silver

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.