

Platform Service Ratings 2019



Provider	2019 Satisfaction score	2019 Service Rating	2018 Satisfaction score	2018 Service Rating
Wealthtime	84.5%	Gold	82.0%	Gold
Transact	83.6%	Gold	81.1%	Gold
Standard Life Wrap	82.5%	Gold	73.8%	Silver
Zurich	78.5%	Gold	79.6%	Gold
AJ Bell Investcentre	78.1%	Gold	64.2%	Bronze
Old Mutual (WealthSelect or SelfSelect)	78.0%	Gold	77.7%	Gold
Elevate	77.7%	Gold	78.4%	Gold
James Hay Partnership (iplan or Wrap)	72.2%	Silver	n/a	n/a
FundsNetwork	71.1%	Silver	70.4%	Silver
Aegon Retirement Choices (ARC)	70.5%	Silver	76.6%	Gold
Nucleus Financial Group	70.3%	Silver	72.6%	Silver
Aviva	52.0%	Bronze	75.6%	Gold

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.