

Protection Service Ratings 2019



Provider	2019 Satisfaction score	2019 Service Rating	2018 Satisfaction score	2018 Service Rating
Canada Life	73.2%	Gold	69.6%	Gold
British Friendly Society	70.7%	Gold	n/a	n/a
AIG Life	70.4%	Gold	66.6%	Gold
Scottish Widows	66.4%	Gold	63.1%	Bronze
Zurich Assurance	63.8%	Silver	65.3%	Gold
LV=	63.7%	Silver	65.9%	Gold
Royal London	61.8%	Silver	67.5%	Gold
The Exeter	61.6%	Silver	65.8%	Gold
VitalityLife	60.6%	Silver	64.4%	Silver
Aviva	60.5%	Silver	66.4%	Gold
Legal & General	59.5%	Bronze	63.5%	Bronze
Aegon	57.2%	Bronze	62.7%	Bronze

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.