



2017 Investment Bond Service Ratings

Provider	2017 Satisfaction Score	2017 Service Rating	2015 Satisfaction score	2015 Service Rating
Old Mutual Wealth (UK)	84%	Gold	83%	Silver
MetLife (UK)	84%	Gold	68%	Below Bronze
Standard Life (UK)	82%	Gold	83%	Gold
Zurich (UK)	81%	Gold	71%	Bronze
Canada Life (UK)	80%	Gold	81%	Silver
Prudential (UK)	73%	Silver	82%	Silver
Aviva Life & Pensions (UK)	71%	Silver	78%	Silver
AXA Isle of Man	71%	Silver	79%	Silver
Prudential International	68%	Silver	86%	Gold
Old Mutual International Isle of Man	66%	Silver		Not rated
Old Mutual International Ireland	65%	Silver		Not rated
Canada Life International	62%	Bronze	66%	Below Bronze
Standard Life International	61%	Bronze	87%	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.