



2017 Pension Service Ratings

Provider	2017 Satisfaction score	2017 Service Rating	2015 Satisfaction score	2015 Service Rating
Parmenion Capital Partners	87%	Gold	86%	Gold
Nucleus	85%	Gold	80%	Bronze
Royal London	84%	Gold	90%	Gold
Standard Life	84%	Gold	84%	Silver
LV=	83%	Gold	82%	Silver
Old Mutual Wealth	83%	Gold	91%	Gold
Ascentric	81%	Silver		Not rated
Zurich	81%	Silver	81%	Bronze
AJ Bell	79%	Silver	78%	Bronze
Prudential	78%	Silver	86%	Gold
AXA Wealth	77%	Silver	80%	Bronze
Aviva Life & Pensions	76%	Silver	80%	Bronze
Scottish Widows	76%	Silver	79%	Bronze
Fidelity/Funds Network	74%	Bronze	84%	Silver
Aegon	70%	Bronze	79%	Bronze
James Hay Partnership	69%	Bronze	78%	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.